



Consulting and Training | Reach New Heights

Course Name

Hotel Operational Efficiency & Cost Control

Sector Name

Hospitality & Hotel Management

Document Type

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Hotel Operational Efficiency & Cost Control

Course Introduction

Hotels operate under constant pressure to deliver high service standards while controlling labor, supplies, utilities, food costs, room operating expenses, and other resources. Cost reduction alone is not the answer. Decisions that save money in one area can create delays, reduce service quality, increase rework, or negatively affect the guest experience. Strong hotel performance requires managers to understand where resources are being consumed and where efficiency can be improved without weakening service.

Boost Consulting & Training has designed this course to connect hotel cost control with everyday operational decisions. Participants will examine departmental cost behavior, labor utilization, purchasing and inventory, waste, energy consumption, productivity, operational variances, and performance indicators. The course emphasizes finding the causes behind unnecessary cost and making targeted improvements rather than applying general cost-cutting measures.

The main concept of this course is to improve hotel profitability by removing operational waste and using resources more effectively while protecting the standards and experiences guests expect.

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Hotel Operational Efficiency & Cost Control

Target Audience

- ✓ Hotel operations managers and supervisors
- ✓ Department heads and assistant managers
- ✓ Hotel finance and cost control professionals
- ✓ Hospitality professionals responsible for operational performance

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Learning Objectives

- ✓ Understand the relationship between hotel operations, service standards, and cost performance.
- ✓ Identify major cost drivers across hotel departments.
- ✓ Analyze labor utilization and operational productivity.
- ✓ Improve inventory and supply usage while reducing unnecessary waste.
- ✓ Identify opportunities to improve energy and resource efficiency.
- ✓ Interpret operational variances and recognize their underlying causes.
- ✓ Evaluate efficiency initiatives without compromising guest experience.
- ✓ Develop practical cost and efficiency improvements for hotel operations.

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Course Outline

✓ DAY 01

Understanding Where Hotel Costs Come From

- ✓ Reading the Hotel Cost Structure
- ✓ Identifying major operating costs across rooms, food and beverage, maintenance, utilities, and supporting functions
- ✓ Distinguishing fixed, variable, and activity driven costs in hotel operations
- ✓ Connecting occupancy and service activity with changing resource requirements

Finding Hidden Operational Waste

- ✓ Identifying unnecessary consumption, duplication, waiting, rework, and inefficient use of resources
- ✓ Examining how operational decisions in one department can create costs elsewhere
- ✓ Developing a Hotel Cost Driver Map for a realistic property

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Course Outline

✓ DAY 02

Improving Labor & Productivity

- ✓ Matching Staffing with Operational Demand
- ✓ Connecting staffing requirements with occupancy, arrivals, departures, covers, events, and workload
- ✓ Recognizing overstaffing, understaffing, and ineffective deployment
- ✓ Adjusting resources according to changing operating conditions

Measuring Operational Productivity

- ✓ Selecting meaningful productivity measures for different hotel functions
- ✓ Comparing workload, labor input, service output, and performance results
- ✓ Completing a Hotel Workforce Productivity Challenge using departmental operating data

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Course Outline

✓ DAY 03

Controlling Supplies, Inventory & Waste

- ✓ Managing Operational Consumption
- ✓ Understanding how linen, amenities, cleaning materials, food items, and other supplies are consumed
- ✓ Establishing practical usage levels and identifying abnormal consumption
- ✓ Improving departmental accountability for frequently used resources

Reducing Inventory Loss & Waste

- ✓ Identifying overstocking, spoilage, damage, excessive usage, and unnecessary purchasing
- ✓ Balancing stock availability with inventory holding requirements
- ✓ Conducting a Hotel Waste & Inventory Analysis using realistic operational cases

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Course Outline

✓ DAY 04

Improving Resource & Energy Efficiency

- ✓ Managing Utility Consumption
- ✓ Examining electricity, water, cooling, heating, and other major utility demands
- ✓ Connecting consumption patterns with occupancy and operational activity
- ✓ Identifying avoidable consumption without affecting guest comfort

Evaluating Efficiency Opportunities

- ✓ Comparing operational adjustments with equipment or technology-based improvements
- ✓ Assessing potential savings alongside implementation effort and service impact
- ✓ Completing a Resource Efficiency Decision Exercise for different hotel areas

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Course Outline

✓ DAY 05

Turning Cost Information into Better Decisions

- ✓ Investigating Cost Variances
- ✓ Comparing expected and actual operational performance
- ✓ Tracing unfavorable variances to volume, price, consumption, productivity, or process issues
- ✓ Distinguishing temporary fluctuations from recurring cost problems

Balancing Cost, Efficiency & Guest Value

- ✓ Evaluating improvement opportunities according to financial impact and service consequences
- ✓ Prioritizing actions that remove waste rather than simply reducing resources
- ✓ Developing a Hotel Operational Efficiency & Cost Control Action Plan for an integrated hotel case

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 14, 2027	June 18, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Feb. 1, 2027	Feb. 5, 2027	5 days	4950.00 \$	England , London
Aug. 30, 2027	Sept. 3, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 24, 2027	Oct. 28, 2027	5 days	4250.00 \$	KSA , Riyadh

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