



Consulting and Training | Reach New Heights

Course Name

Hotel Operations & Service Performance

Sector Name

Hospitality & Hotel Management

Document Type

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Hotel Operations & Service Performance

Course Introduction

Hotel performance depends on much more than how well each department performs individually. A guest may interact with reservations, front office, housekeeping, food and beverage, maintenance, and other operational teams during a single stay. When information, priorities, or service standards are not aligned across these functions, the result can be delayed rooms, missed requests, inconsistent service, operational pressure, and a guest experience that feels disconnected.

Boost Consulting & Training has designed this course to develop a coordinated approach to hotel operations and service performance. Participants will examine how core hotel departments interact throughout the operating cycle, how guest requirements translate into operational actions, and how handovers, service standards, daily coordination, resource decisions, and performance indicators influence both efficiency and guest satisfaction. Practical hotel scenarios will enable participants to identify operational gaps and make decisions that improve the flow of service across departments.

The main concept of this course is to manage hotel operations as one connected service system in which every department

contributes to a consistent, efficient, and seamless guest experience.

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Target Audience

- ✓ Hotel operations managers and supervisors
- ✓ Front office, housekeeping, and food and beverage professionals
- ✓ Rooms division and guest services professionals
- ✓ Hospitality professionals preparing for operational management responsibilities

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Learning Objectives

- ✓ Understand how core hotel departments contribute to overall operational performance.
- ✓ Map the connections between guest expectations and hotel operating activities.
- ✓ Improve coordination and information flow across operational departments.
- ✓ Identify operational bottlenecks that affect service speed and consistency.
- ✓ Apply practical service standards to everyday hotel operations.
- ✓ Manage daily operational priorities during changing occupancy and demand conditions.
- ✓ Use relevant indicators to evaluate hotel service and operational performance.
- ✓ Develop practical improvements that strengthen both operational efficiency and guest experience.

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Course Outline

✓ DAY 01

Understanding the Hotel as an Operating System

Connecting Hotel Departments

- ✓ Exploring the operational roles of front office, housekeeping, food and beverage, maintenance, and guest services
- ✓ Identifying how departmental activities depend on information and actions from other teams
- ✓ Mapping the operational connections that influence the guest stay

Following the Daily Hotel Operating Cycle

- ✓ Understanding how reservations, arrivals, occupied rooms, departures, and room turnover shape daily operations
- ✓ Recognizing how occupancy levels and guest movement affect departmental workloads
- ✓ Developing a Hotel Operations Flow Map for a realistic operating day

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Course Outline

✓ DAY 02

Coordinating Service Across Departments

Managing Operational Handovers

- ✓ Identifying critical information that must move accurately between departments and shifts
- ✓ Improving communication around room status, guest requests, maintenance issues, and service priorities
- ✓ Preventing service gaps caused by incomplete or delayed operational information

Handling Cross Department Service Requests

- ✓ Assigning responsibility when guest needs involve more than one department
- ✓ Coordinating response times and follow up across operational teams
- ✓ Completing a Guest Request Coordination Challenge involving multiple hotel functions

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Course Outline

✓ DAY 03

Maintaining Service Performance During Daily Operations

Translating Standards into Consistent Service

- ✓ Connecting hotel service standards with observable operational behaviors
- ✓ Identifying service variations that can create inconsistent guest experiences
- ✓ Maintaining service quality across shifts, teams, and changing operating conditions

Managing Operational Pressure

- ✓ Prioritizing activities during peak arrivals, departures, high occupancy, and unexpected demand
- ✓ Allocating attention and resources according to guest impact and operational urgency
- ✓ Running a Peak Operations Simulation based on competing hotel priorities

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Course Outline

✓ DAY 04

Finding & Fixing Operational Performance Gaps

Identifying Service Bottlenecks

- ✓ Examining delays in room readiness, guest requests, service delivery, and internal response
- ✓ Tracing operational problems across departmental boundaries instead of treating symptoms separately
- ✓ Identifying recurring coordination failures that reduce service efficiency

Improving the Service Flow

- ✓ Redesigning handovers and workflows to remove unnecessary delays and duplication
- ✓ Clarifying responsibilities at critical points in the guest service process
- ✓ Completing a Hotel Service Flow Improvement Exercise based on an underperforming operation

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Course Outline

✓ DAY 05

Driving Hotel Service Performance

Reading Operational Performance

- ✓ Selecting indicators for room readiness, response time, service consistency, productivity, and guest satisfaction
- ✓ Connecting operational data with actual guest experience and departmental performance
- ✓ Using daily performance information to identify priorities for management attention

Turning Performance Insights into Action

- ✓ Prioritizing improvements according to operational impact and guest value
- ✓ Coordinating departmental actions around shared hotel performance priorities
- ✓ Developing a Hotel Operations & Service Performance Improvement Plan for an integrated hotel case

Hotel Operations & Service Performance

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 25, 2027	Oct. 29, 2027	5 days	4250.00 \$	UAE , Dubai
Jan. 25, 2027	Jan. 29, 2027	5 days	4950.00 \$	Spain , Madrid
June 7, 2027	June 11, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Sept. 12, 2027	Sept. 16, 2027	5 days	4250.00 \$	Bahrain , Manama

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