



Website : www.bcdbh.org

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Quality Management in the Hospitality Industry

Date	Venues	(\$)Fees	Book your seat
08 Dec -12 Dec 2024	Kuala Lumpur	3150	Register Now

Course Overview

The hospitality industry is a broad category of fields within the service industry that includes hotels, restaurants, event planning, theme parks, transportation, airline, cruise line, spas, and additional fields within the tourism industry. The Hospitality Industry is booming all over the world and is a several billion dollar industry that employs millions and millions of people.

Course Objective

In this course participants will learn about hospitality operations such as front office, housekeeping, food and beverage production and service by working on duty teams and running the hotel campus operations under the supervision of expert instructors at the same time as attending theory classes.

Then they will become more involved in the managerial aspects of quality management, by undertaking supervisory responsibilities such as quality control, shift plans etc.

Who Should Attend?

All Managers are work in Hospitality Industry

Course Outline

- Managerial accounting
- Customer service & effective communication
- F&B service management
- Front office operations
- Housekeeping operations
- Property management systems
- Hospitality & tourism business environment
- F&B operations management
- Human resources management
- Hospitality & tourism law & ethics
- Hospitality operations management
- Hospitality, tourism & events marketing & sales
- Organizational behavior
- Integrated project
- Fundamental methods of enquiry

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise



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- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays