

HOTEL, TOURISM AND SERVICE PROFESSIONALS

HOSPITALITY MANAGEMENT

A 216-hour modular programme for the hotel, tourism and restaurant sector: half theory, half practice.

WORKLOAD

216 hours

BALANCE

108 theory · 108 practice

STRUCTURE

8 modules

FORMAT

Blended, in person and online

MODULES

WHAT YOU'LL STUDY

Hospitality today

Structure, services and current trends.

Guest psychology

Communication and customer-centred service.

Front Office

Reservations, check-in and check-out, PMS systems.

Financial management

Costs, revenue, budgets and KPIs.

Food and Beverage

F&B services and service organisation.

Company management

Running a hospitality business.

Business and finance

Hospitality business management and finance.

Service design

Performance improvement and practical work.

TOOLS

TOOLS YOU'LL USE

Hotel PMS (Opera or equivalent)

Excel for financial analysis

Microsoft Office and Google Workspace

Teams, Zoom or Moodle

WHO IT'S FOR

OPEN TO ADULTS 18+

- People working or seeking work in hotels, tourism and restaurants
- Entrepreneurs starting or growing a hospitality business
- Managers in the sector
- Professionals retraining for a new career

FLEXIBLE

FULL PROGRAMME OR SINGLE MODULES

Take the complete 216-hour programme or individual modules aligned with your team's priorities. Training can run individually, in small groups or for larger cohorts.