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Hotel and Hospitality Management Professional Diploma



**Panama International
Tourism Association
and KHDA UAE Ministry**

Hotel and Hospitality Management Professional Diploma

OVERVIEW

This program is designed to help students to develop the strategic & analytical skills they need to succeed in today's hotel industry. Covering all hotel departments, each of the course topics examines a specific department or function and presents a variety of viewpoints on the duties, responsibilities, problems, and opportunities encountered there.

Linking theory with real-world problems and solutions, multidimensional case studies encourage critical thinking. This approach challenges students to identify the issues central to complex management problems, understand the structure of department resources, and harness those resources to solve problems in the workplace.

COURSE OUTCOME

Develop operational expertise and management skills in front office, housekeeping, food and beverage, and kitchen operations

Acquire knowledge and skills related to the use of hospitality information systems

Apply customer service skills to identify and exceed customers' expectations

COURSE PARTS

Overview of Hotel Management & Hospitality Industry

Organization (Organizational Design, Hotel Organization Structure etc.)

General Managers: A View at the Top

Operations: Rooms

Operations: Housekeeping, Engineering & Security

Food & Beverage Division

Marketing & Associated Activities

Financial Control & Information Management

Human Resources Policy Management



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