MERCURY

Site Management Essentials and Navigating Hospitality Operations, Compliance, and Safety

26 – 30 July 2027
Kigali (Rwanda)



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Ref: 15528_1064590 **Date:** 26 – 30 July 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

In today's fast-paced hospitality industry, managing a site efficiently while ensuring compliance with governmental regulations and safety standards is paramount. This one-week hospitality management, operations, compliance, and safety training program is designed to equip participants with the necessary skills to operate a site seamlessly, including restaurants and cafes, while navigating the intricacies of regulatory compliance and safety management.

Hospitality management is at the core of any successful hotel, restaurant, or cafe operation. This hospitality management, operations, compliance, and safety course involves overseeing the administrative tasks of a hospitality organization to ensure guest satisfaction and operational efficiency. Participants will delve into what constitutes a hospitality management program and explore key strategies and solutions to enhance their business outcomes.

Understanding hospitality operations and their effective management is critical to the success of any establishment in this industry. This hospitality management, operations, compliance, and safety course will explore the definition of hospitality operations and discuss the implications of successfully managing them. Participants will also examine practices involved in hospitality operations success training.

Compliance and safety are essential to managing a successful hospitality service. This hospitality management, operations, compliance, and safety program provides hospitality compliance training. It addresses the significance of adhering to industry standards and regulations. Participants will learn about hospitality compliance, safety, and the importance of hospitality safety training to instill a culture of security and well-being for employees and guests.

Targeted Groups:

- Hospitality managers.
- Restaurant owners.
- Cafe operators.
- Regulatory compliance officers.

Course Objectives:

At the end of this hospitality management, operations, compliance, and safety course, the participants will be able to:

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- Operate the site efficiently, including restaurants and cafes, ensuring a smooth workflow and customer satisfaction.
- Ensure completion of all governmental procedures, such as licensing and permits.
- Effectively manage security and safety administration to guarantee a secure environment for staff and customers.

Targeted Competencies:

Participants competencies in this hospitality management, operations, compliance, and safety training will:

- Operational Efficiency.
- Regulatory Compliance.
- Safety Management.

Course Content:

Unit 1: Site Operations Management and Workflow Optimization:

- Streamlining processes for efficient service delivery.
- Prioritizing tasks to maximize productivity.
- Customer Experience Enhancement.
- Implementing strategies to improve customer satisfaction.
- Handling customer complaints and feedback effectively.

Unit 2: Governmental Procedures Completion and Licensing and Permits Acquisition:

- Maintaining accurate records to ensure compliance with legal requirements.
- Developing systems for ongoing compliance monitoring.
- Understanding the regulatory requirements for operating a hospitality establishment.
- Navigating the application process for licenses and permits Compliance Documentation Management.

Unit 3: Security and Safety Administration:

- Maintaining accurate records to ensure compliance with legal requirements.
- Developing systems for ongoing compliance monitoring.

Unit 4: Risk Assessment and Mitigation:

- Identifying potential security and safety hazards in the workplace.
- Implementing measures to mitigate risks and ensure a safe environment.

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Unit 5: Emergency Response Planning:

- Developing comprehensive plans for responding to emergencies such as fires, medical incidents, and security breaches.
- Conducting drills and training sessions to ensure staff readiness.