MERCURY

Administrative Leadership Skills in Hospitality and Tourism Services

11 – 15 April 2027
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 121247_1084840 **Date:** 11 – 15 April 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction

This course provides a focused approach to developing administrative leadership skills in hospitality and tourism services. Participants will explore strategies to enhance team management, operational efficiency, and guest satisfaction. The course emphasizes practical leadership techniques, communication, and decision-making in service environments. Learners will gain insight into organizational behavior and performance management tailored to the hospitality and tourism industry. It equips professionals with tools to lead teams effectively while maintaining service excellence. This program is designed for both emerging and experienced leaders aiming to advance in the sector.

Targeted Groups

This Administrative Leadership Skills in Hospitality and Tourism Services targets professionals seeking specialized knowledge and skills:

- Hotel and resort managers
- Tourism service supervisors
- Front-office leaders
- Event and banquet coordinators
- Restaurant managers
- Guest relations officers
- Hospitality operations assistants

Course Objectives

Participants will achieve the following objectives by completing Administrative Leadership Skills in Hospitality and Tourism Services:

- Develop effective leadership strategies for service teams
- Enhance decision-making in operational challenges
- Improve staff motivation and performance
- Apply communication skills in diverse hospitality settings
- Understand operational workflows and process optimization
- Strengthen guest satisfaction management techniques
- Implement quality standards and service excellence
- Analyze and solve organizational challenges

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Targeted Competencies

Participants will gain the following competencies during the program:

- Leadership and team management
- Strategic planning for hospitality operations
- Conflict resolution and problem-solving
- Effective communication with staff and guests
- Operational efficiency monitoring
- Customer service improvement techniques
- Adaptability to dynamic service environments
- Knowledge of service quality standards

Studying Scenarios

In this training, participants will develop their skills through the analysis of the following scenarios:

- Managing a high-volume hotel front desk
- Resolving conflicts in a restaurant team
- Planning and executing event services
- Handling guest complaints and feedback
- Implementing staff performance improvement
- Leading cross-departmental projects
- Streamlining operational workflows
- Adapting to seasonal tourism changes

Course Content

Unit 1: Foundations of Administrative Leadership in Hospitality

- Roles and responsibilities of hospitality leaders
- Core leadership qualities for service excellence
- Understanding team dynamics
- Principles of effective delegation
- Decision-making in hospitality operations
- Ethical leadership and professional conduct

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Unit 2: Team Management and Staff Development

- Recruitment and onboarding strategies
- Motivating service teams
- Performance evaluation methods
- Coaching and mentoring staff
- Conflict resolution techniques
- Enhancing employee engagement
- Retention strategies for hospitality professionals

Unit 3: Operational Excellence and Service Management

- Standard operating procedures for hospitality services
- Workflow optimization and efficiency
- Quality assurance in guest services
- Crisis management in service environments
- Resource allocation and budget control
- Monitoring service performance indicators
- Implementing continuous improvement initiatives

Unit 4: Communication and Interpersonal Skills

- Effective communication with staff and guests
- Active listening and feedback techniques
- Cross-cultural communication in tourism
- Negotiation skills in hospitality settings
- Presentation and reporting skills
- Building trust and collaboration within teams

Unit 5: Strategic Leadership and Guest Experience

- Strategic planning for hospitality operations
- Enhancing guest satisfaction and loyalty
- Data-driven decision-making
- Technology integration in service management
- Leading change and innovation
- Monitoring industry trends and best practices
- Sustainability and ethical practices in hospitality

Final Insights & Key Takeaways

Participants will leave with actionable leadership skills to improve team performance and service quality. The course equips professionals to drive operational excellence and enhance guest satisfaction.