



## Event Management in Travel and Tourism

10 - 14 Nov 2024  
Kuala Lumpur (Malaysia)



# Event Management in Travel and Tourism

**Ref.:** 15722\_322321 **Date:** 10 - 14 Nov 2024 **Location:** Kuala Lumpur (Malaysia) **Fees:** 3900 Euro

## Introduction:

Event management in the travel and tourism industry is a dynamic and multifaceted discipline encompassing planning, executing, and evaluating events designed to enhance the visitor experience and drive growth. This course provides a comprehensive overview of the essential skills and strategies required to manage events successfully in this sector, including conferences, festivals, exhibitions, and corporate events.

Participants will explore event planning and coordination, budgeting and logistics, marketing and promotion, and stakeholder management. By integrating practical case studies and industry best practices, this course aims to equip professionals with the knowledge and tools to create memorable and impactful events that attract and engage tourists, ultimately contributing to the overall success of their travel and tourism businesses.

## Targeted Groups:

- Tourism and Travel Professionals.
- Event Planners and Coordinators.
- Destination Marketing Organizations.
- Hospitality Managers and Aspiring Event Managers.
- Corporate Event Managers.
- Travel Agency Staff.
- Festival and Conference Organizers.
- Marketing and PR Specialists.
- Tourism Development Authorities.

## Course Objectives:

At the end of this course, the participants will be able to:

- Understand the fundamentals of event management in the travel and tourism sector.
- Develop skills for planning and executing diverse types of events.
- Learn effective budgeting and financial management techniques.
- Acquire strategies for successful marketing and promotion of events.
- Master logistics and operational planning for seamless event execution.
- Enhance stakeholder engagement and management capabilities.
- Address risk assessment and crisis management effectively.
- Explore best practices for venue selection and supplier negotiation.
- Improve customer experience through strategic event design.
- Analyze event performance using data-driven methods.
- Integrate sustainable practices in event planning and execution.
- Foster creativity and innovation in event concept development.
- Utilize technology and digital tools for event management and promotion.
- Develop effective communication and negotiation skills for event success.
- Implement strategies for post-event evaluation and feedback collection.

## Targeted Competencies:

- Event Planning and Coordination.
- Budgeting and Financial Management.
- Logistics and Operations Management.
- Marketing and Promotion Strategies.
- Stakeholder Engagement and Management.
- Risk Assessment and Crisis Management.
- Venue Selection and Management.
- Supplier and Vendor Negotiation.
- Customer Experience Enhancement.
- Data Analysis and Performance Evaluation.

## Course Content:

### Unit 1: Fundamentals of Event Management in Travel and Tourism:

- Introduction to event management principles.
- Overview of different types of tourism-related events.
- Key roles and responsibilities in event management.
- Understanding the event planning lifecycle.
- Identifying objectives and goals for tourism events.
- Research and analysis of target audiences.
- Case studies of successful tourism events.

### Unit 2: Planning and Coordination:

- Developing event concepts and themes.
- Creating detailed event plans and timelines.
- Budgeting and financial planning for events.
- Resource allocation and logistics management.
- Coordination with vendors and suppliers.
- Managing event permits and legal requirements.
- Techniques for effective communication with stakeholders.

### Unit 3: Marketing and Promotion:

- Crafting a marketing strategy for tourism events.
- Utilizing digital marketing and social media.
- Designing promotional materials and campaigns.
- Leveraging partnerships and sponsorships.
- Implementing public relations and media outreach.
- Monitoring and analyzing marketing effectiveness.
- Engaging with local and international media.



#### **Unit 4: Execution and Operations:**

- On-site event management and coordination.
- Managing event logistics and operations.
- Ensuring quality control and adherence to plans.
- Handling on-the-day issues and emergencies.
- Coordinating with staff and volunteers.
- Customer service and guest experience enhancement.
- Implementing health and safety protocols.

#### **Unit 5: Evaluation and Improvement:**

- Conducting post-event evaluations and assessments.
- Collecting and analyzing attendee feedback.
- Measuring event success against objectives.
- Identifying areas for improvement and lessons learned.
- Reporting and presenting event outcomes.
- Implementing strategies for continuous improvement.
- Applying best practices to future events.



**Registration form on the :  
Event Management in Travel and Tourism**

**code:** 15722 **From:** 10 - 14 Nov 2024 **Venue:** Kuala Lumpur (Malaysia) **Fees:** 3900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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