

# Hotel and Resort Operations and Management

## Overview

This is a highly instructive short course on the basics of operating a hotel or resort type business. It is an excellent introduction for those new to the business. However, even those with years of experience would find the seminar as a great refresher. A lot of vital topics are to be discussed, from handling reservations and front office management, to housekeeping and marketing.

## Objectives

- To have a basic knowledge in operating and managing a hotel or resort
- To serve as a refresher course for those already experienced in the business

## Who Should Participate

Owners, Managers, Supervisors, or Staffs of:

- Hotels
- Resorts (with check-ins)
- Condotels
- Apartelles

## Key Topics

I. Reservation

II. Front Office

- a. Reception
- b. Airport Representative
- c. Registration
- d. Room rates

- e. Types of guest rooms
- f. Auditing of daily transactions
- g. Guest accounts
- h. Reservations and cancellations
- i. Other guest services
- j. Check-outs
- k. Rejection of accommodation

III. Housekeeping

- a. Area cleaning
- b. Guest rooms and suites
- c. Cleaning supplies
- d. Linen control
- e. Sanitation and safety

IV. Staffing Requirements (Manager, Supervisors, Chambermaids, Room Attendants, Linen and Laundry Staffs, Area Cleaners, etc.)

V. Other Services (Laundry, Valet, Baby-sitting)

VI. Graveyard Shift Operations

VII. Purchasing and Inventory of Supplies

VIII. Controls

IX. Food and Beverage

X. Sales and Marketing

XI. Repairs and Maintenance

XII. The Butler Concept

XIII. Situations / Cases (Fire, Earthquake, Brawling, Public Disturbance, Noise, etc.)

Reserve now! Call us at:

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Mobile Numbers: Globe: 0915-205-0133 / Smart: 0908-342-3162

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Website: [www.businesscoachphil.com](http://www.businesscoachphil.com)

## Time

- 9:00 am - 4:00 pm

## Venue

- Unit 705-D Atlanta Centre, 31 Annapolis St., Greenhills, San Juan City, Metro Manila

## Schedule

- Please check our website, or you may call any of our customer representatives.
- Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of its events.

## Seminar Fee

- Php 4,000.00 per participant (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

## Why Choose BusinessCoach Inc. - VALUE!

1. The small number of participants allows proper learning; just like having your own consultant at a bargain price!
2. Exit surveys from our seminar attendees show the average rating of our resource speakers are from very good to excellent!
3. We offer the most diverse seminars and workshops.
4. We make sure that our trainers provide the most significant and useful information.
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6. We have trained over 100,000 professionals, and counting!!!

## Discount

- Php 500.00 Discount if FULL AMOUNT is paid at least five (5) banking days before the event.

## Reservation

- Please call to register or use the registration form below. Kindly fill-out and send to us through fax (8.727.8860 or 8.727.5628) or email. You will receive a confirmation within 48 hours.

## Mode of Payment

- Deposit/Transfer cash payment to Banco de Oro:

Savings Account Name: BUSINESSCOACH, INC.  
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- Kindly email deposit slip or screen capture of payment details (indicate name of participant and seminar title) to confirm reservation.

## Register Now! (Limited Slots Available)



Seminar Title \_\_\_\_\_

Date \_\_\_\_\_

Name/s of Participant/s \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

TIN \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Landline \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email Address \_\_\_\_\_

(You may use a separate sheet for additional registrations)

\*Kindly fax to (02) 8.727.5628 or (02) 8.727.8860, or email form to [businesscoachphil@gmail.com](mailto:businesscoachphil@gmail.com)