

Tourism and Hotel Management Program

Course Content

- Introduction to Tourism Industry
- Hotel Operations & Management
- Customer Service Excellence
- Event & Travel Management
- Tourism Marketing Basics

Course Outline

- Overview of Tourism & Hospitality
- Hotel Departments & Functions
- Guest Relations & Communication Skills
- Tourism Operations Management
- Quality Standards in Hospitality
- Case Studies & Final Assessment

Learning Outcomes

Participants will be able to:

- Understand tourism and hotel operations
- Apply customer service best practices
- Manage basic hospitality workflows
- Prepare for entry-level roles in tourism and hotels