BLACKBIRD FOR TRAINING

Technical Hospitality Management

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London (UK)



Technical Hospitality Management

Ref: 20228779_227591 Duration: 1 Week Location: London (UK) Fees: 6100 GBP

Why This Course

Behind every world-class hospitality operation lies a foundation of technical excellence — the systems, facilities, and teams that ensure safety, comfort, and seamless service delivery.

In today's competitive landscape, success in hospitality requires a fusion of technical facility management, operational efficiency, sustainability, and service innovation.

The Technical Hospitality Management program provides a practical and strategic understanding of how technical operations drive performance and guest satisfaction across hotels, resorts, and large hospitality facilities.

Participants will learn to integrate engineering, maintenance, and sustainability practices into hospitality operations while enhancing efficiency, safety, and brand reputation.

Through industry case studies, simulations, and applied learning, this program builds the knowledge and leadership capabilities required to manage hospitality environments that are efficient, resilient, and guest-focused.

What You'll Learn and Practice

By joining this program, you will:

- Understand the technical foundations of hospitality operations and property management systems.
- Learn to manage engineering, maintenance, and energy systems in hospitality facilities.
- Apply facility management and sustainability principles specific to hotels and resorts.
- Explore safety, risk, and compliance standards in hospitality environments.
- Master asset lifecycle planning for hospitality infrastructure and equipment.
- Build skills in project management, vendor coordination, and service optimization.
- Integrate guest experience, comfort, and technology within operational design.
- Gain exposure to emerging trends in digital hospitality and smart facility technologies.



The Program Flow

Day 1: The Foundations of Technical Hospitality Management

- Overview of hospitality operations and the technical manager's role.
- Structure and systems in hotel engineering and facilities management.
- Coordination between front-of-house and back-of-house operations.
- Guest satisfaction as a function of technical and operational excellence.
- Case study: Operational efficiency and service quality in a 5-star hotel.

Day 2: Engineering Systems and Facility Operations

- HVAC, plumbing, electrical, and fire protection systems in hospitality facilities.
- Energy efficiency and building automation systems BAS.
- Maintenance planning: preventive, predictive, and corrective strategies.
- Safety protocols for high-occupancy environments.
- Workshop: Designing an optimized maintenance schedule for hotel operations.

Day 3: Safety, Risk, and Compliance Management

- Health and safety legislation in the hospitality industry.
- Risk management and emergency preparedness for guests and staff.
- Fire safety, water quality, and food hygiene management systems.
- Regulatory compliance: environmental, labor, and building standards.
- Simulation: Responding to a facility emergency in a hospitality context.

Day 4: Sustainability and Smart Hospitality Systems

- Green building design and sustainable operations in hospitality.
- Waste reduction, water conservation, and renewable energy integration.
- Smart room technologies, IoT applications, and guest automation systems.
- Digital transformation — from energy analytics to intelligent maintenance.
- Group project: Developing a sustainability improvement plan for a hospitality property.

Day 5: Leadership, Project Management, and Service Excellence

- Project management for renovation, expansion, and technical upgrades.
- Managing vendor contracts and technical service providers.
- Financial planning and cost control for engineering operations.
- Leading multidisciplinary teams in hospitality environments.
- Final workshop: Creating a technical operations excellence roadmap for a hotel or resort.



Individual Impact

- Gain in-depth knowledge of hospitality facility systems and operations.
- Strengthen leadership, technical, and communication skills.
- Build confidence in managing safety, energy, and sustainability programs.
- Learn to balance operational efficiency with guest comfort and brand standards.
- Enhance professional credibility as a technically proficient hospitality leader.

Work Impact

- Improve operational performance, reliability, and safety in hospitality facilities.
- Reduce maintenance costs and energy consumption through data-driven management.
- Ensure compliance with global safety and environmental standards.
- Support continuous improvement in guest experience and service delivery.
- Position the organization as a leader in sustainable and smart hospitality operations.

Training Methodology

This program combines technical instruction, applied field examples, and strategic leadership training to ensure both conceptual mastery and operational impact.

Learning methods include:

- Expert-led lectures and case study discussions.
- Technical demonstrations and problem-solving exercises.
- Group projects on sustainability and systems optimization.
- Interactive workshops on risk management and safety compliance.
- Operational toolkits, checklists, and templates for immediate workplace use.

Beyond the Course

Upon completion, participants will be ready to lead and optimize hospitality operations with technical precision, strategic foresight, and a commitment to excellence.

Graduates of this program will emerge as technical hospitality leaders — capable of aligning engineering efficiency, guest satisfaction, and sustainability to drive long-term business success.

