

GWOR Academy Level 3 Hotel Operations Manager Course covers all aspects of managing and supervising a hotel, including customer service, marketing, finance, and human resources. It is designed for those who have already worked in the hotel industry and want to progress to a higher level of management. The course length and format vary but typically cover topics such as revenue management, inventory management, and staff development.

Students will gain the practical skills and knowledge required to oversee the day-to-day operations of a hotel and ensure its success.

Course content

- . **INTRODUCTION TO THE BASICS OF HR MANAGEMENT**
- . **Essentials of Marketing and Customer Relationships in Tourism and Hospitality**
- . **Tourism and Hospitality Industry**
- . **Essentials of Tourism and Hospitality Operations Front Line departments**
- . **Front Desk / Reservations**
- . **Housekeeping Department**
- . **FOOD AND BEVERAGE OPERATIONS**
- . **Destinations within the Tourism Industry.**
- . **Travel Agency and Tour Guide Operations.**
- . **Essential Study Skills**

After finishing every course module, you will be required to take a test before progressing to the next module. This ensures that you have fully understood and retained the information presented in the previous module before moving on to the next one. The test will assess your knowledge and comprehension of the material covered in the module and may involve a variety of question formats such as multiple choice, true/false, short answer, or essay questions. You will be also required to field a one-on-one session with the course tutor/director where you will be given an assignment based on the module completed.

Your performance on the test will determine whether you are ready to move on to the next module or if additional review and study are necessary.

The GWOR Academy course comes with your fully downloadable modules, PowerPoint presentations, and visual presentations, it is also backed up with access to the course Director for further assistance. Given the detailed introduction of each module, it is recommended you allow one to two weeks between each module to enable you to process the detailed learning you will receive

Upon finishing the course, you will receive a Course certificate and a letter of recommendation. Moreover, we will provide you with guidance to secure an unpaid internship that will last for four to six weeks, which will allow you to gain further experience and assessment of your abilities.

Currently the GWOR Academy Level 3 Hotel Operations Manager Course is offered to limited placings at any given time. The cost of the course is currently at an introductory offer of €349.

please contact courses@gworacademy.com should you require any further information
