



Best Practices in Hotel and Restaurant Management

January 19 – 23, 2026, 1st Run: Lagos & Abuja

July 20 – 24, 2026, 2nd Run: Lagos & Port Harcourt

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Online course fee: N300, 000 per Participant

Available for In-plant Training

700 U\$D for foreign Participants

Program overview:

This comprehensive course explores the essential best practices that ensure the efficient and effective management of hotels and restaurants. It is designed for aspiring and current professionals in the hospitality industry who wish to elevate their operational, customer service, and leadership skills. The course covers key areas such as guest relations, service excellence, financial management, human resources, food safety, sustainability practices, marketing, and the integration of technology.

Participants will gain practical insights into managing day-to-day operations, optimizing guest experiences, leading diverse teams, ensuring quality control, and implementing effective marketing strategies. Special focus is given to innovative trends, the importance of adapting to guest preferences, and maintaining high standards of cleanliness and safety.

By the end of the course, participants will be equipped with the tools and strategies to drive business success, enhance guest satisfaction, and lead teams with confidence in both hotel and restaurant settings.

For Whom:

This course is designed for managers, supervisors, or aspiring professionals in the hotel and restaurant industry who wish to improve their knowledge and skills in hospitality management.

Learning objectives:

At the end of the program, participants will be able to:

- improve customer service techniques and increase guest satisfaction.
- manage financial performance, including cost reduction and revenue maximization.
- gain expertise in managing teams, including recruitment, training, and leadership.
- explore the importance of sustainability and innovation in modern hospitality;
- have a comprehensive understanding of hotel and restaurant operations, management, and best practices.
- develop strategies to improve customer service, staff management, and operational efficiency.
- gain insights into current trends, sustainability practices, and the use of technology in the hospitality industry; and
- understand menu planning, and the key principles of marketing within the hospitality context.

Course outline:

Day 1: Overview of Hotel & Restaurant Industry

- Key components of hotel and restaurant management
- Role of managers in ensuring smooth operations

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

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- Key industry trends and innovations

Customer Experience in the Hospitality Industry

- Understanding customer expectations and service standards
- Importance of customer satisfaction and loyalty
- Managing online reviews and feedback
- Handling complaints and difficult situations professionally

Organizational Structure and Leadership

- The importance of leadership in hospitality management
- Effective communication in the workplace
- Managing diverse teams (cultural differences, skillsets)
- Building a positive organizational culture

Day 2: Hotel Operations Management

- Front desk operations (check-in/check-out procedures, reservations)
- Housekeeping best practices (room standards, cleanliness, and guest services)
- Maintenance and safety standards in hotels
- Managing guest services and amenities effectively

Financial Management in Hotels

- Understanding key financial statements (P&L, balance sheets, etc.)
- Budgeting and cost control strategies
- Revenue management and pricing strategies
- Profitability analysis and improving margins

Technology in Hotel Management

- Hotel property management systems (PMS)
- Automation and digital tools in hotel operations
- Online booking systems and distribution channels
- Cybersecurity and data protection in the hospitality industry

Day 3: Operations and Efficiency in Restaurant Management

Restaurant Operations and Service Standards

- Front-of-house operations (greeting guests, taking orders, serving food)
- Back-of-house operations (kitchen management, food prep)
- Managing wait times and seating arrangements effectively
- Health, safety, and sanitation standards in food service

Menu Planning and Cost Control

- Developing a balanced and profitable menu
- Costing and pricing menu items
- Inventory management and stock control
- Reducing waste and improving kitchen efficiency

Restaurant Marketing and Customer Relationship Management

- Marketing strategies for restaurants (social media, events, promotions)
- Building customer relationships and repeat business
- Implementing loyalty programs and specials
- The role of reviews and reputation management

Day 4: Staff Management and Team Development

Recruitment and Staffing in Hotels and Restaurants

- Best practices for hiring and onboarding employees
- Managing staff schedules and labor costs
- Understanding key roles and responsibilities
- Diversity and inclusion in hospitality staffing

Training and Development

- Employee training programs for operational excellence
- Leadership training and succession planning
- Performance management and employee feedback
- Recognizing and motivating staff

Conflict Management and Problem-Solving

- Conflict resolution techniques for managers
- Addressing employee grievances professionally
- Managing team dynamics and fostering collaboration
- Creating a positive work environment

Day 5: Sustainability, Innovation, and Future Trends

- Sustainability in Hotel and Restaurant Management
- Eco-friendly practices and green certifications
- Reducing waste and promoting energy conservation
- Sustainable sourcing of food and materials
- Guest engagement with sustainability initiatives

Innovation and Trends in Hospitality

- Trends in design and technology (smart hotels, AI, automation)
- The rise of experiential travel and personalized services
- Future of dining: trends in cuisine, delivery, and food tech
- Managing health and safety standards in the post-COVID era

Case Study and Implementation of Best Practices

- Real-life case studies of successful hotel and restaurant management
- Group work: Develop an action plan for implementing best practices
- Discussing challenges and solutions

Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogbia, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

WORKSHOP FEE:

Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250

Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

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