

# Bayan Hospitality Academy


Learning and Development  
Courses Catalogue




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# Bayan Hospitality Learning Solution

 Our Professional Training is committed to providing you with quality training services in several domains. Our programs are derived from our strategy which is focused on empowering our employees to help serve our clients, guests and lead the service industry.

 Our human capital development program designed for professionals who work within the hospitality & tourism industry. The series of diverse programs set the base for many future initiatives intended to develop knowledge and skills to improve the overall quality of services.

- **Target Audience**

-  Executive Level Leaders' Training Programs

-  Introductory Level Training Programs for frontline staff

-  Skill Enhancement Training Programs

# Hospitality Training





# Hotel Administration Training Topics

-  Organizational Behavior and Leadership Skills
-  Introduction to Hotel Operations
-  Introduction to Foodservice Management
-  Business Writing for Hospitality Professionals
-  Business Computing
-  Food Service Management, Theory and Practice
-  Marketing Management for Services
-  Hospitality Development and Planning
-  Service Operations Management
-  Club Management
-  Hospitality, Health and Design
-  Negotiations in the Hospitality Industry
-  Operations Analysis and New Business Models
-  Strategic Management
-  Hospitality Visioning and Concept Design
-  Persuasive Business Communication for Hospitality Leaders
-  Selection, Procurement, and Supply



# Revenue Training Topics

-  Introduction to Hotel Revenue Management
-  Forecasting and Availability Controls in Hotel Revenue Management
-  Pricing Strategy and Distribution Channels in Hotel Revenue Management
-  Overbooking Practices in Hotel Revenue Management
-  Non-Traditional Applications of Hotel Revenue Management
-  Price and Inventory Controls
-  Price Sensitivity and Pricing Decisions
-  Segmentation and Price Optimization
-  Displacement and Negotiated Pricing
-  Search Engines and Online
-  Introduction to Restaurant Revenue Management













# Front Office -1- Department Introduction, Operations and Functions Outlines

-  Front Office Department Introduction, Operations and Functions
-  Front Office Department Organisation Chart
-  Sample Standard Telephone welcome greetings used in Hotels
-  Front Office Department Security Functions
-  Front Office KPI's (Key Performance Indicators) List - Hotels
-  Front Office Staff Rules and Regulations
-  Hotel Guest Personal Identifiable Information (PII) Details/List - GDPR
-  Hotel Safe Deposit Box Procedures
-  How to Block / Allocate rooms for Expected arrivals
-  The Guest Cycle in hotel - Four Stages and Diagram
-  Tips for resolving Declined Credit Card / Check issues in FO
-  Top 10 Dialogues used in Front office
-  How to handle guest with high Balance / Floor Limit
-  How to Handle Walk in Guest
-  Identifying Guest Needs and Providing Anticipatory Service
-  Key Terms / Jargons /Standard Verbiage For Front Office Staff
-  Main Functions of Bell Desk Department
-  How to Handle VIP and VVIP arrivals in hotels
-  Uniformed Services in Hotels | Resorts











# Front Office -2- Formulas and Definitions

-  OTA – Online Travel Agency - Definition / Meaning
-  Room Status Terminology / Definition in Hotels | Resorts
-  (PAR) Potential Average Single Rate & Double Rate Calculator
-  Average Room Rate (ARR) | Average Daily Rate (ADR) Calculator | Hotels
-  Hotel Occupancy Percentage Calculator
-  Revenue per Available Room (RevPAR) | TRevPOR Calculator
-  Room Achievement Factor (AF) Calculator | Rate Potential Percentage
-  Definition of term SHARER in Hotels
-  Standard Front office Billing Instructions / Billing Codes
-  Types of Rates / Rate Codes used in Hotels





# Front Office -3- Room Reservation

-  Introduction To Reservation Department And It's Importance
-  Main Modes Of Reservations In Hotels - Written | Verbal | Online
-  6 Stages Of Reservation Process in Hotel [With Flowchart]
-  Advantages and Disadvantages of Overbooking in Hotels | Resorts
-  Different Booking Source Of Hotel Reservation with Examples
-  Types of Hotels / Classification of hotel by type
-  Types of Rates / Rate Codes used in Hotels
-  How to cancel reservations in hotels




# Front Office General

-  Tips for Upselling Guest Rooms in Hotel Front office
-  Room Types or Types of Room in Hotels | Resorts
-  Etiquettes and Manners for Hotel Staff / Front Office Staff
-  6 Stages of The Guest Check-In Procedure [With Flowchart]
-  Guest Relations Executive / Officer (GRE/GRO) Shift Checklist
-  About Travel and Tourism Industry and All about Hotel Industry
-  Bomb Threat Guidelines for hotels
-  Building Telephone Skills for hotel staff
-  Daily Task List - Front Office Assistant - All Shifts
-  Daily Task List - Telephone Operator - All Shifts
-  Daily Tasks list / Checklist - Bell Desk - All Shifts
-  Daily Tasks list / Checklist - Concierge - All Shifts
-  Daily Tasks list / Shift Checklist - Club Floor / Executive Floor - All Shifts
-  Fixed cost and Variable cost in hotels
-  Anger Management and Handling Guest Complains












# Housekeeping Training General Outlines

-  Housekeeping - Introduction, Definition, Role, Responsibilities and Layout
-  Housekeeping Standards of Cleaning and frequency Schedule - Hotels | Resorts
-  23 Commonly Neglected Cleaning Areas in Hotel Guest Rooms
-  Communicating Maintenance Work
-  Difference Between Skipper and Sleeper
-  Floor Cleaning and Maintenance Methods used in Housekeeping
-  Hotel Laundry Operation & Flow Chart
-  How to Select, Care and Store Cleaning equipment's - Housekeeping | Hotels
-  Key Terms / Jargons used in Housekeeping Department
-  List of Room Amenities for Long Stay Guests and for Short Stay Guests and Placement of Supplies or Amenities in Hotel Guest Rooms / Bathroom
-  Room Status Codes and Cycle (Diagram) In Housekeeping | Hotels
-  Servicing guest rooms with DND sign / Do not disturb lamp
-  Standard Sizes Chart of Beds And Linens used in Hotels | Resorts
-  Types of Cleaning Cloths , Brushes and Mops/ Containers, Bins and Trolleys Used in Housekeeping | Hotels
-  Types of Kitchen Cleaning Chemicals / Suma / Diversey






# Food and Beverage Training Topics














-  Introduction to Hotel F&B Operations
-  Menu Design and Engineering
-  Optimizing Restaurant Space and Pricing
-  Managing Meal Duration and Reservations
-  Building Demand During Slow Periods
-  The Business of Coffee: From Farm to Cup
-  Catering and Special Events Management
-  Room Service / In-Room Dining Department Layout or Design
-  Types of Cutlery's and trolleys used for Food and Beverage Service
-  Must have Menu Knowledge for Food and Beverage Service Staff





# Engineering Training Topics

-  Fundamentals of Hotel Engineering Management Skills
-  Preventative Maintenance for profitability
-  OSHA Maintenance Regulations Overview

# Human Resources

-  Business Succession Planning
-  Contract Management
-  Crisis Management
-  Developing a Lunch and Learn
-  Diversity and Inclusion
-  Employee Onboarding
-  Employee Recruitment
-  Employee Termination Processes
-  Generation Gaps
-  Health and Wellness at Work
-  Hiring Strategies
-  Human Resource Management
-  Managing Workplace Harassment
-  Measuring Results From Training
-  Millennial Onboarding
-  Office Health And Safety
-  Sensitivity Training
-  Talent Management
-  Train-The-Trainer
-  Universal Safety Practices
-  Workplace Harassment and Violence

-  Specific Discrimination Laws in Hospitality
-  Labor Relations in the Hospitality Industry

## Career Development





-  Assertiveness And Self-Confidence
-  Communication Strategies
-  Creative Problem Solving
-  Developing Creativity
-  Digital Citizenship
-  Entrepreneurship
-  Interpersonal Skills
-  Negotiation Skills
-  Personal Branding
-  Project Management
-  Telework And Telecommuting
-  Ten Soft Skills You Need
-  The Cloud and Business
-  Time Management
-  Women in Leadership

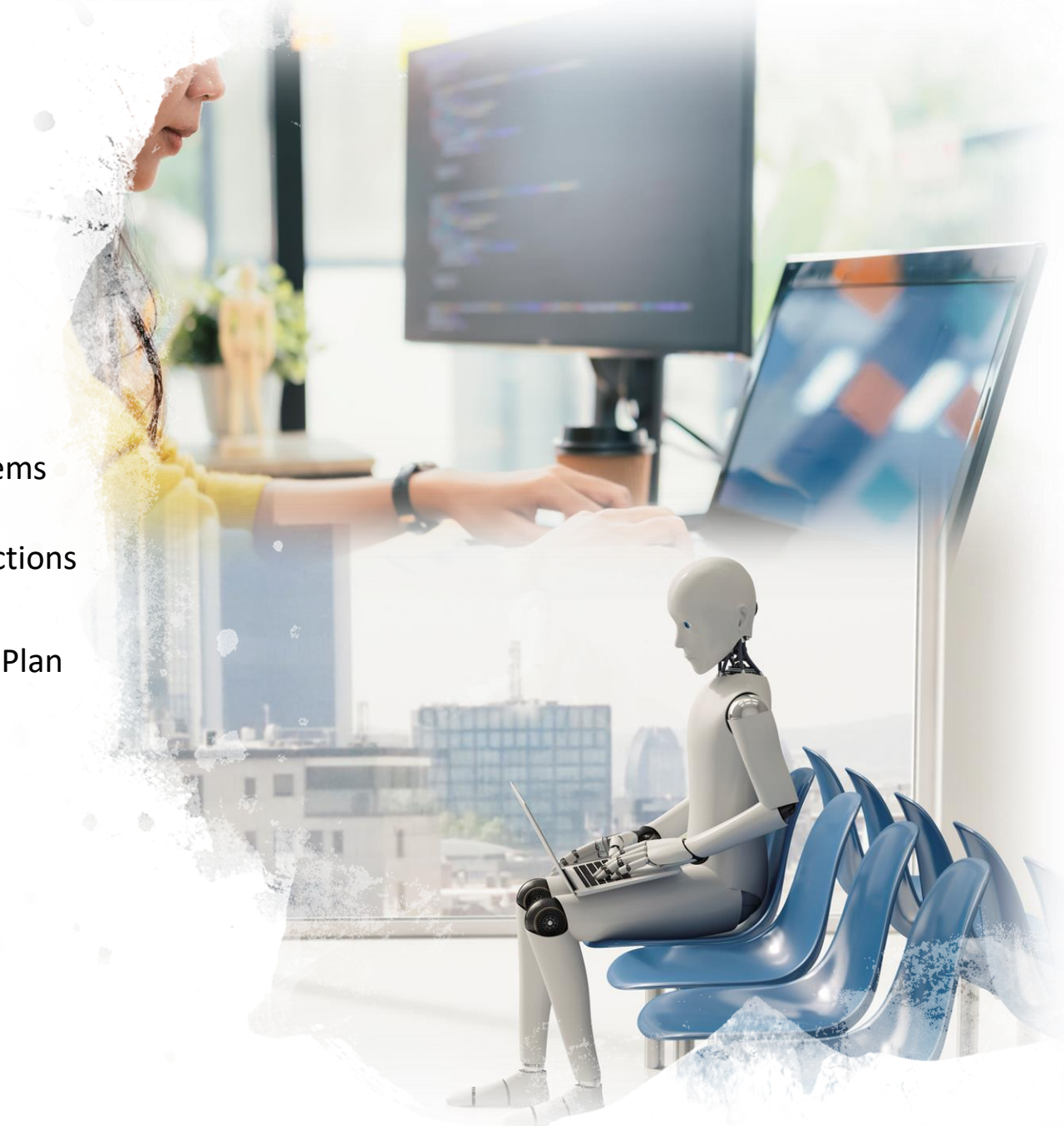
# Sales and Marketing

-  Selling: Stimulating Incremental Demand
-  Marketing the Hospitality Brand Through Digital Media
-  Implementing Brand Strategy Through Digital Media
-  Adding Value with Special Events
-  Negotiations in the Hospitality Industry
-  Brand Management
-  Body Language Basics
-  Call Center Training
-  Coaching Salespeople
-  Event Planning
-  In Person Sales
-  Internet Marketing Fundamentals
-  Marketing Basics
-  Media And Public Relations
-  Motivating Your Sales Team
-  Presentation Skills
-  Proposal Writing
-  Prospecting and Lead Generation
-  Sales Fundamentals
-  Social Media Marketing
-  Telephone Etiquette
-  Trade Show Staff Training



# Information Technology (IT)






-  29 Duties and Responsibilities of Hotel IT Manager / Systems Manager
-  Hotel Software or PMS Demo checklist - Reservation Functions
-  IT - Hotel Computer Security and Disaster recovery Tips
-  IT - Hotel IT Failure Emergency Action plan / Contingency Plan (All Departments)







# Health and Safety

-  Foundations of Hotel Planning
-  Hotel Back-of-House Design
-  Hospitality, Health and Design Industry Immersion
-  Effective Security Training
-  First aid Training

A photograph showing the hands of several people in business attire pointing at and resting on documents spread across a table. The documents feature various charts and graphs. A laptop is visible on the right side of the table. The scene is dimly lit, with a soft light source from the left. The text 'Asset Management' is overlaid in a bold, orange font across the center of the image.

# Asset Management



# Asset Management



Asset Management Process and Plan



Asset Management: Principles and Benefits











# Soft Skills General Training












# Learning and Development










-  Public Speaking
-  Social Intelligence
-  Stress Management
-  Taking Initiative
-  Trust Building and Resilience
-  Work-Life Balance
-  Increasing Your Happiness
-  Life Coaching Essentials
-  Managing Personal Finances
-  Managing Workplace Anxiety

-  Adult Learning - Mental Skills and Physical Skills
-  Anger Attention Management
-  Being A Likeable Boss
-  Critical Thinking
-  Emotional Intelligence
-  Goal Setting and Getting Things Done
-  Improving Mindfulness
-  Improving Self-Awareness

# Administration










-  Accountability in the Workplace
-  Administrative Support Office Procedures
-  Archiving, Bookkeeping and Records Management
-  Collaborative Business Writing
-  Executive and Personal Assistants
-  Meeting Management
-  Organizational Skills
-  Social Media In The Workplace
-  Supply Chain Management

# Management and Leadership

-  Coaching And Mentoring
-  Conducting Annual Employee Reviews
-  Developing New Managers
-  Employee Motivation
-  Knowledge Management
-  Leadership And Influence
-  Manager/ Middle Manager Management
-  Performance Management
-  Self-Leadership
-  Team Building Through Chemistry
-  Virtual Team Building And Management

# Management and Leadership - Continued

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-  Change Management
-  Coaching And Mentoring
-  Coaching Salespeople
-  Communication Strategies
-  Conducting Annual Employee Reviews
-  Conflict Resolution
-  Contract Management
-  Creative Problem Solving
-  Crisis Management










-  Critical Thinking
-  Customer Service
-  Cyber Security
-  Delivering Constructive Criticism
-  Developing Corporate Behavior
-  Developing Creativity
-  Developing New Managers
-  Diversity and Inclusion



# Workplace Essentials




















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-  Best Practice: Performance Management
-  How to Foster Employee Motivation
-  Supervisor : Conducting Performance Reviews
-  How to Prepare Performance Improvement Plans
-  Business Ethics
-  Business Etiquette
-  Change Management
-  Civility In The Workplace
-  Conflict Resolution
-  Customer Service and Support

-  Delivering Constructive Criticism
-  Developing Corporate Behavior
-  Handling a Difficult Customer
-  Networking Outside the Company
-  Networking Within the Company
-  Respect in the Workplace
-  Risk Assessment and Management
-  Safety In The Workplace
-  Teamwork And Team Building


















# Workplace Essentials - Continued

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-  Accountability in the Workplace
-  Administrative Office Procedures
-  Anger Management
-  Archiving and Records Management
-  Being A Likeable Boss
-  Body Language Basics
-  Business Ethics
-  Business Etiquette
-  Business Succession Planning
-  Business Writing
-  Emotional Intelligence
-  Employee Onboarding
-  Employee Recognition
-  Employee Termination Processes
-  Event Planning
-  Executive and Personal Assistants
-  Facilitation Skills
-  Generation Gaps
-  Goal Setting and Getting Things Done

# Self-development


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-  Manager Management
  -  Managing Personal Finances
  -  Managing Workplace Anxiety
  -  Managing Workplace Harassment
  -  Marketing Basics
  -  Measuring Results From Training
  -  Media And Public Relations
  -  Meeting Management
  -  Millennial Onboarding
  -  Handling a Difficult Customer
  -  Health and Wellness at Work
  -  High Performance Teams
  -  Hiring Strategies
-  Human Resource Management
  -  Improving Mindfulness
  -  Improving Self-Awareness
  -  Increasing Your Happiness
  -  Interpersonal Skills
  -  Job Search Skills
  -  Knowledge Management
  -  Leadership And Influence
  -  Life Coaching Essentials



# Finance for non financials

 Budgets And Financial Reports

 Finance for non financials



125,058	154,568	95,054	124,500
125,487	56,845	97,511	125,000
124,000	110,000	99,011	154,000
1450	150,000	99,216	95,000
	35,000	101,090	154,200
		101,684	110,000
		101,962	89,000
			50,000
			10,700

Thank You



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