



HOTEL MANAGEMENT TRAINING

MAVENS ACADEMY MIRPUR

4-Month Hotel Management Course Study Plan

Academy Name: Mavens Academy Mirpur

Course Duration: 4 Months (2 Months Theory + 2 Months Practical)

Class Schedule:

- **Theory:** Monday to Friday, 2 hours daily (5 days/week)
 - **Practical:** Monday to Saturday, 4 hours daily (6 days/week)
 - **Days Off:** Saturday and Sunday During Theoretical Training and Sundays only during Practical Training
 - **Focus Areas:** Front Desk Management, Sales & Marketing, Housekeeping, Security, Room Service, Maintenance & Complaint Management, and Accounts
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Total Course Hours

- **Theory Training:**
 - **Duration:** 2 Months (8 Weeks)
 - **Schedule:** 5 days/week × 2 hours/day
 - **Total Weeks:** 8 weeks
 - **Total Hours:** 5 days × 2 hours × 8 weeks = **80 hours**
- **Practical Training:**
 - **Duration:** 2 Months (8 Weeks)
 - **Schedule:** 6 days/week × 4 hours/day
 - **Total Weeks:** 8 weeks
 - **Total Hours:** 6 days × 4 hours × 8 weeks = **192 hours**

Grand Total: 80 hours (Theory) + 192 hours (Practical) = 272 hours

Theoretical Training (Weeks 1–8)

Week 1: Introduction & Basics

Sr.	Days	Lecture Details	Relevant Sources
1	Day 1	Overview of Hotel Management and Career Scope	Course Introduction, Case Studies
2	Day 2	Introduction to Hotel Departments (Roles & Responsibilities)	Industry Job Descriptions, Guest Handling
3	Day 3	Professional Etiquette and Grooming	Grooming Tutorials, Hospitality Guides
4	Day 4	Introduction to Front Desk Management (Guest Handling)	Front Desk Manuals
5	Day 5	Prepare Concierge Services: Understanding Guest Arrival & Departure Standards	Concierge SOPs, Guest Management Guides

Week 2: Front Desk Management

Sr.	Days	Lecture Details	Relevant Sources
6	Day 1	Guest Reservation Systems (Manual & Digital)	PMS Tutorials, Reservation Guides
7	Day 2	Handling Guest Check-ins and Check-outs	Front Desk Training Materials
8	Day 3	Telephone Handling Techniques	Customer Communication Guides
9	Day 4	Complaint Management Basics	Complaint SOPs, Scenarios
10	Day 5	Conduct Night Audits: Posting Charges, Settling Accounts	Financial Management SOPs, Reports

Week 3: Sales & Marketing

Sr.	Days	Lecture Details	Relevant Sources
11	Day 1	Understanding Hospitality Sales	Marketing Texts, Campaign Examples
12	Day 2	Identifying Target Customers	Sales Strategies, Market Analysis
13	Day 3	Digital Marketing for Hotels	Digital Tools, Campaigns
14	Day 4	Branding and Customer Loyalty Programs	Branding Case Studies
15	Day 5	Role-playing Marketing Campaigns	Practical Marketing Scenarios

Week 4: Housekeeping & Safety

Sr.	Days	Lecture Details	Relevant Sources
16	Day 1	Introduction to Housekeeping Management	Housekeeping Manuals
17	Day 2	Room Cleaning Standards & SOPs	Cleaning Guides
18	Day 3	Laundry Management in Hotels	Laundry SOPs

19	Day 4	Hazard Identification & Personal Hygiene: Safety Protocols	Safety Manuals, PPE Guidelines
20	Day 5	Case Studies: Housekeeping Best Practices	Case Scenarios, Guest Stories

Week 5: Security & Room Service

Sr.	Days	Lecture Details	Relevant Sources
21	Day 1	Hotel Security Basics: Guest Safety	Security Guidelines
22	Day 2	Emergency Procedures & Fire Safety	SOPs, Real-Life Scenarios
23	Day 3	Room Service Basics: Order Management & SOPs	Room Service Guides
24	Day 4	Food Handling Standards	HACCP Policies, Case Studies
25	Day 5	Role-Playing: Guest & Security Challenges	Simulation Activities

Week 6: Maintenance & Accounts

Sr.	Days	Lecture Details	Relevant Sources
26	Day 1	Introduction to Maintenance: Basics of Repairs	Maintenance SOPs
27	Day 2	Engineering Systems in Hotels: HVAC & Plumbing	Engineering Manuals
28	Day 3	Introduction to Hotel Accounting	Financial Reporting Basics
29	Day 4	Guest Billing Processes	POS Training
30	Day 5	Inventory Control & Stock Rotation Basics	Inventory SOPs

Week 7: Guest Relations & Valet Services

Sr.	Days	Lecture Details	Relevant Sources
31	Day 1	Perform Guest Relations Duties: Addressing Complaints	Case Studies, Scenarios
32	Day 2	Provide Valet Services: Laundry & Guest Assistance	Valet SOPs, Guides
33	Day 3	Role-Playing Scenarios: Guest Relations	Guest Handling Exercises
34	Day 4	Feedback on Guest Service Performance	Evaluation Checklists
35	Day 5	Review of Theory Training & Preparation for Practical Training	Final Assessment Preparation

Week 8: Final Week of Theory – Comprehensive Preparation

Sr.	Days	Lecture Details	Relevant Sources
36	Day 1	Comprehensive Review of All Hotel Departments	Department-Specific Guides, Manuals
37	Day 2	Mock Scenarios: Handling Complex Guest Situations	Interactive Role-Playing Exercises
38	Day 3	Preparation for Practical Training: Expectations and Goals	Training Guidelines, Practical Checklists
39	Day 4	Mid-Term Assessment: Theory Review	Theory Assessments, Quizzes

40	Day 5	Feedback Session and Introduction to Practical Training	Evaluation Reports, Practical Schedule
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Updated Table Summary for Theoretical Training (Weeks 1–8)

Week	Topics Covered
Week 1	Introduction & Basics of Hotel Management
Week 2	Front Desk Management
Week 3	Sales & Marketing
Week 4	Housekeeping & Safety
Week 5	Security & Room Service
Week 6	Maintenance & Accounts
Week 7	Guest Relations & Valet Services
Week 8	Comprehensive Review & Preparation for Practical Training

Practical Training (Weeks 9–16)

Week 9: Front Desk Management

Sr.	Days	Practical Training Details	Relevant Sources
1	Day 1	Role-playing Check-in Processes: Greeting and Registering Guests	Front Desk SOPs, Reservation Systems
2	Day 2	Managing Guest Reservations (Walk-in and Online)	PMS Tutorials, Online Booking Platforms
3	Day 3	Handling Guest Complaints at the Front Desk	Complaint Handling Manuals
4	Day 4	Telephone Handling: Simulated Call Scenarios	Communication Guides
5	Day 5	Feedback and Assessment on Front Desk Performance	Role-playing Scenarios

Week 10: Housekeeping Operations

Sr.	Days	Practical Training Details	Relevant Sources
6	Day 1	Room Cleaning and Setup: Adhering to Hotel Standards	Cleaning SOPs, Housekeeping Checklists
7	Day 2	Inventory Management: Tracking and Organizing Supplies	Inventory Logs, Supply Chain Texts

8	Day 3	Laundry Operations: Handling Hotel Linen and Guest Laundry	Laundry SOPs, Handling Techniques
9	Day 4	Safety Procedures: Identifying Hazards and Using PPE	Safety Manuals, Training Videos
10	Day 5	Housekeeping Performance Review and Feedback	Housekeeping SOPs, Performance Checklists

Week 11: Sales & Marketing

Sr.	Days	Practical Training Details	Relevant Sources
11	Day 1	Assisting in Hotel Promotions and Digital Campaigns	Digital Marketing Tools, Case Studies
12	Day 2	Identifying Target Customers: Conducting Surveys	Market Research Templates
13	Day 3	Branding Activities: Assisting in Loyalty Programs	Customer Engagement Strategies
14	Day 4	Role-Playing Marketing Presentations	Sales Techniques Manuals
15	Day 5	Feedback on Sales & Marketing Activities	Evaluation Checklists

Week 12: Room Service

Sr.	Days	Practical Training Details	Relevant Sources
16	Day 1	Taking Orders: Handling Guest Preferences	SOPs, Order Management Software
17	Day 2	Preparing Orders for Delivery	Food Handling Standards
18	Day 3	Delivering Food to Guest Rooms: Service Etiquette	Room Service Guides
19	Day 4	Handling Special Requests and Dietary Restrictions	Case Studies, HACCP Policies
20	Day 5	Feedback and Assessment on Room Service	Evaluation Checklists

Week 13: Security Operations

Sr.	Days	Practical Training Details	Relevant Sources
21	Day 1	Monitoring Security Systems (CCTV, Key Card Systems)	Security System Manuals
22	Day 2	Emergency Drill: Fire Safety and Evacuation Procedures	Real-Life Scenarios, SOPs
23	Day 3	Handling Security Alerts and Guest Safety	Case Studies, Security SOPs
24	Day 4	Conducting Patrols and Ensuring Premises Safety	Security Checklists
25	Day 5	Feedback and Assessment on Security Operations	Incident Report Templates

Week 14: Maintenance Operations

Sr.	Days	Practical Training Details	Relevant Sources
26	Day 1	Routine Maintenance: Basic Repairs in Guest Rooms	Maintenance Manuals
27	Day 2	Introduction to HVAC and Plumbing Systems	Engineering Systems Guides
28	Day 3	Handling Maintenance Requests	Complaint Management SOPs
29	Day 4	Preventive Maintenance Activities	Maintenance Checklists
30	Day 5	Feedback and Assessment on Maintenance Tasks	Evaluation Checklists

Week 15: Guest Relations & Valet Services

Sr.	Days	Practical Training Details	Relevant Sources
31	Day 1	Welcoming Guests: Ensuring Professional Interactions	Guest Service SOPs
32	Day 2	Addressing Guest Complaints: Role-Playing Scenarios	Complaint Management Manuals
33	Day 3	Providing Valet Services: Assisting with Parking and Laundry	Valet Guidelines, Service SOPs
34	Day 4	Enhancing Guest Experience: Personalized Services	Case Studies, Interactive Scenarios
35	Day 5	Feedback and Assessment on Guest Relations	Evaluation Checklists

Week 16: Accounts & Inventory Management

Sr.	Days	Practical Training Details	Relevant Sources
36	Day 1	Processing Guest Bills and Payments	POS Systems, Financial Reporting Tools
37	Day 2	Managing Inventory: Stock Updates and Rotation	Inventory Control Guides
38	Day 3	Conducting Final Inventory Assessment	Inventory SOPs, Logs
39	Day 4	Preparing Financial Reports: Revenue and Expense Analysis	Financial Analysis Manuals
40	Day 5	Final Review and Practical Assessment	Comprehensive Practical Evaluation

