Training Course on Hospitality and Tourism Safety and Health

Professional Development Training Course Outline

Category	Occupational Health	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Hospitality and Tourism Safety and Health is designed to equip professionals with essential skills to manage safety protocols, health regulations, and risk management practices across hotels, restaurants, travel agencies, tour operations, and recreational establishments. With the rise of global travel, post-pandemic regulations, and guest safety expectations, it is critical for employees and managers to stay updated with international standards, compliance requirements, and customer-centric safety strategies.

This course integrates practical risk assessment tools, public health safety guidelines, and emergency response systems tailored to the unique challenges in the hospitality and tourism sector. Participants will benefit from real-world case studies, industry certifications, and scenario-based learning to ensure readiness in dealing with emergencies, preventing accidents, and promoting a culture of health and safety.

Programme Curriculum

Training Course on Hospitality and Tourism Safety and Health

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Course Objectives

1. Understand legal frameworks governing hospitality and tourism safety compliance.
2. Identify and mitigate health risks in hospitality environments.
3. Implement emergency preparedness and evacuation planning.
4. Assess workplace hazards using modern risk assessment tools.
5. Apply food safety and sanitation protocols in hospitality settings.
6. Develop infection control procedures post-COVID-19.
7. Promote guest and employee safety through proactive training.
8. Design crisis communication strategies for incident management.
9. Execute fire safety procedures and response tactics.
10. Utilize data-driven safety audits and compliance monitoring.
11. Create sustainable health and hygiene policies for tourism services.
12. Foster a culture of wellness and mental health in the workplace.
13. Align business practices with global safety and health standards.

Target Audience

1. Hotel and resort managers
2. Restaurant owners and staff
3. Tour operators and guides
4. Travel agency professionals
5. Cruise and aviation service staff
6. Safety and health officers
7. Event and festival organizers
8. Hospitality and tourism students

Course Duration: 5 days

Course Modules

Module 1: Introduction to Safety in Hospitality & Tourism

- Definitions and importance of safety and health
- Overview of global safety standards
- Occupational hazards in hospitality and tourism
- Legal regulations and policy compliance
- Role of management in safety leadership
- **Case Study: Hotel chain fined for poor safety audit compliance**

Module 2: Risk Assessment and Emergency Preparedness

- Identifying potential hazards and vulnerabilities
- Emergency response planning and drills
- Safety equipment and signage implementation
- Roles and responsibilities during crises
- Monitoring and revising emergency plans
- **Case Study: Emergency evacuation at a beach resort during a tsunami alert**

Module 3: Food Safety and Hygiene

- HACCP (Hazard Analysis Critical Control Point) principles
- Food handling and contamination risks
- Staff hygiene training and certification
- Kitchen sanitation procedures
- Monitoring food storage and preparation
- **Case Study: Norovirus outbreak traced to a hotel buffet**

Module 4: Infection Control and Post-Pandemic Health Protocols

- Hygiene standards for public spaces
- Use of PPE and sanitation products
- Contactless services and digital safety
- Guest screening and temperature checks
- Managing quarantine and guest illness
- **Case Study: How a hotel chain adapted to WHO guidelines during COVID-19**

Module 5: Fire Safety and Physical Security

- Identifying fire risks in hospitality settings
- Installation and maintenance of fire equipment
- Staff fire response training
- Evacuation routes and drills
- Guest safety protocols
- **Case Study: Fire evacuation at a five-star resort in Dubai**

Module 6: Mental Health and Workplace Wellness

- Recognizing stress and burnout in employees
- Promoting work-life balance
- Employee assistance programs (EAPs)
- Mental health first aid training
- Encouraging wellness activities for guests
- **Case Study: Managing burnout in a busy holiday-season hotel staff**

Module 7: Communication and Crisis Management

- Internal and external communication plans
- Using technology during emergencies
- Media relations and brand protection
- Communication chain of command
- Training staff in verbal and written communication
- **Case Study: Crisis communication failure at a tour company during a bus accident**

Module 8: Sustainable Health and Safety Policies

- Creating environmentally safe practices
- Implementing green cleaning protocols
- Aligning with ESG (Environmental, Social, Governance) standards
- Encouraging guest cooperation in safety efforts
- Continual review and policy updates
- **Case Study: Eco-resort maintaining health safety with zero-waste practices**

Training Methodology

- **Interactive Lectures** – Engage in live or virtual instructor-led sessions with hospitality safety experts.
- **Group Discussions** – Collaborate with peers to discuss real-life challenges and solutions.

- **Simulation Drills** – Participate in practical exercises to handle emergencies and safety scenarios.
- **Case Study Analysis** – Learn from global case studies and industry responses.
- **Quizzes and Assessments** – Regular evaluations to ensure understanding and retention.
- **Certification Test** – Final assessment leading to certification in Hospitality & Tourism Safety and Health.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com