MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Event , Travel and Tourism Management

Tourism and Hospitality Management: Offline Casino Operations, Travel Agency Services, and Accommodation Grading

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD3029	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

This course provides an in-depth study of tourism and hospitality management, with a focus on offline casino operations, travel agency services, and accommodation grading. Students will learn about the fundamentals of casino operations and management, including marketing strategies, gaming regulations, and customer service. They will also gain insights into the travel industry, including the role of travel agencies, tour operators, and travel wholesalers. Additionally, the course will cover the importance of accommodation grading and its impact on tourism, including the use of industry standards to evaluate the quality of hotels, resorts, and other lodging establishments.

Course Outcomes

- Understand the fundamentals of casino operations, including gaming regulations and customer service.
- Analyze marketing strategies for offline casinos, and explore ways to attract and retain customers.
- Understand the role of travel agencies, tour operators, and travel wholesalers in the travel industry.
- Analyze the impact of tourism on the economy, including the benefits and challenges associated with tourism development.
- Understand the importance of accommodation grading, and its impact on the tourism industry.
- Learn about industry standards and best practices for evaluating the quality of hotels, resorts, and other lodging establishments.
- Analyze trends and issues in the tourism and hospitality industry, and explore potential solutions to address them.

Course Outline / Curriculum

- **Introduction to Tourism and Hospitality Management**
- **Offline Casino Operations**
  - Introduction to casino management
  - Marketing strategies for offline casinos
  - Gaming regulations and compliance
  - Customer service and satisfaction
  - Responsible gaming practices
- **Travel Agency Services**
  - Role of travel agencies in the travel industry
  - Tour operators and travel wholesalers
  - Travel agency operations and management
  - Emerging trends in travel agency services
- **Tourism Handling and Accommodation Grading**
  - Overview of tourism handling
  - Accommodation grading and classification
  - Industry standards for evaluating lodging establishments
  - Best practices for improving accommodation quality
- **Tourism and Economic Development**

- Economic impact of tourism
- Benefits and challenges of tourism development
- Sustainable tourism practices
- Case studies of successful tourism development projects

- **Emerging Trends and Issues in Tourism and Hospitality Management**
  - Technological advancements and their impact on the industry
  - Changing consumer behavior and expectations
  - Environmental and social responsibility in the industry
  - Innovative approaches to tourism and hospitality management
- **Field Trips and Guest Speakers**
  - Visits to offline casinos, travel agencies, and lodging establishments
  - Guest speakers from the tourism and hospitality industry
  - Industry-specific events and conferences
- **Final Project**
  - Research-based project on a topic related to tourism and hospitality management
  - Presentation of the project to the class
  - Peer and instructor evaluation of the project
- **Course Review and Assessment**
  - Recap of course content and key takeaways
  - Evaluation of student performance through quizzes, assignments, and class participation
  - Feedback and recommendations for future learning opportunities in the field of tourism and hospitality management.

Target Audience

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Tourism and Hospitality Management: Offline Casino Operations, Travel Agency Services, and Accommodation Grading
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____