Strategic Venue Revenue and Yield Management Training Course



14 - 18 Dec 2026

Lisbon

4500 € (Per Person)

Ref: #EL3598_97251

Course Introduction / Overview:

This intensive training course provides a comprehensive framework for transforming venue management from a logistical operation into a strategic revenue-generating powerhouse. In today's competitive landscape, simply filling seats is no longer sufficient; success is measured by maximizing revenue from every square foot and every attendee interaction. This program, offered by BIG BEN Training Center, moves beyond traditional sales tactics to instill a culture of proactive yield management and revenue optimization. Drawing upon foundational principles from revenue management pioneers like Dr. Sheryl E. Kimes and concepts explored in texts such as "The Theory and Practice of Revenue Management" by Kalyan T. Talluri, participants will learn to apply sophisticated strategies to their unique environments. The curriculum is designed to equip professionals with the skills to implement dynamic pricing, unlock lucrative ancillary revenue streams, and leverage data analytics for informed decision-making. This course is the definitive guide for any venue professional aiming to drive sustainable profitability, enhance asset utilization, and secure a competitive edge in the market.

Target Audience / This training course is suitable for:

- Venue General Managers.
- Directors of Sales and Marketing.
- Event and Booking Managers.
- Commercial Directors.
- Finance and Revenue Managers.
- Sponsorship and Partnership Managers.
- Box Office and Ticketing Managers.
- Operations Managers responsible for revenue outcomes.
- Business Development Executives.

Target Sectors and Industries:

- Sports Stadiums and Arenas.
- Concert Halls and Theaters.
- Conference and Convention Centers.
- Exhibition Halls and Trade Show Venues.
- Multi-purpose Event Spaces.
- Hotels and Resorts with significant event facilities.
- University and Municipal Venues.
- Governmental and public sector event facilities.

Target Organizations Departments:

- Sales and Business Development.
- Marketing and Communications.
- Finance and Accounting.
- Event Management and Operations.
- Commercial and Partnerships Departments.
- Executive Management and Strategy.
- Ticketing and Guest Services.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement sophisticated dynamic pricing models for tickets and spaces.
- Identify and cultivate high-yield ancillary revenue streams beyond core offerings.
- Analyze market data and customer behavior to inform strategic revenue decisions.
- Master techniques for forecasting demand and optimizing venue occupancy.
- Structure and sell compelling sponsorship and corporate hospitality packages.
- Leverage technology and CRM systems to enhance sales and customer loyalty.
- Create a comprehensive, data-driven revenue management strategy for their venue.
- Measure and report on key performance indicators related to revenue and profitability.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that theoretical knowledge is translated into real-world capability. This course rejects a passive lecture format in favor of a dynamic learning environment. Participants will engage with a blend of expert-led presentations, in-depth case studies of successful international venues, and collaborative group workshops. A significant portion of the training is dedicated to practical exercises, including revenue forecasting simulations and the development of a sample dynamic pricing strategy. Team-based problem-solving activities will encourage participants to tackle realistic challenges, fostering innovation and strategic thinking. Open discussions and Q&A sessions are integral, allowing for the sharing of experiences and tailored advice from the instructor. Continuous feedback is provided throughout the course, enabling participants to refine their understanding and confidently apply the learned techniques to optimize revenue and yield within their own organizations upon their return.

Course Agenda (Course Units):

Unit One: Foundations of Modern Venue Revenue Management

- Introduction to revenue and yield management concepts.
- The evolution of venue commercial strategy.
- Key performance indicators (KPIs) for venue revenue.
- Understanding market segmentation and customer profiling.
- Conducting competitive analysis and market positioning.
- The strategic role of the revenue manager.
- Ethical considerations in revenue optimization.

Unit Two: Strategic Pricing for Maximum Yield

- Principles of dynamic and variable ticket pricing.
- Pricing strategies for premium seating, suites, and hospitality.
- Developing effective group sales and discount structures.
- Packaging and bundling techniques to increase transaction value.
- Managing pricing across different distribution channels.
- Psychological aspects of pricing and perceived value.
- Implementing a tiered pricing strategy for events.

Unit Three: Unlocking Ancillary Revenue Streams

- Optimizing food and beverage (F&B) operations for profitability.
- Strategies for increasing merchandise sales and per-capita spend.
- Monetizing parking, facility fees, and other services.
- Developing and selling high-value sponsorship packages.
- Creating non-event day revenue opportunities.
- Exploring digital monetization and virtual event revenue.
- Building strategic partnerships for mutual revenue growth.

Unit Four: Leveraging Data and Technology for Revenue Growth

- Introduction to data analytics for venue management.
- Utilizing Customer Relationship Management (CRM) systems effectively.
- Techniques for demand forecasting and revenue prediction.
- The role of technology in streamlining sales and operations.
- Digital marketing strategies to drive ticket sales and event bookings.
- Analyzing customer data to personalize offers and marketing.
- Evaluating and selecting the right venue management software.

Unit Five: Developing and Implementing a Revenue Strategy

- Integrating revenue management across all departments.
- Creating a comprehensive annual revenue and yield strategy.
- Budgeting and financial planning for revenue growth.
- Techniques for managing sales team performance and incentives.
- Change management for implementing a revenue-focused culture.
- Case study analysis and final project presentation.
- Future trends and innovations in venue revenue generation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond dynamic pricing, how can venues leverage predictive analytics to create entirely new, personalized event experiences that inherently drive higher per-capita spending?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on venue profitability, moving far beyond siloed topics like ticketing or sales. While other programs may focus on a single aspect, this curriculum integrates pricing, ancillary revenue, data analytics, and strategic planning into a unified, actionable framework. It emphasizes the development of a revenue-centric culture throughout the entire organization, not just within the sales department. The content is deeply rooted in established academic principles of yield management while being intensely practical, utilizing contemporary case studies from a diverse range of global venues. Participants will not just learn what dynamic pricing is; they will simulate its implementation. They will not just hear about sponsorships; they will learn to structure and value complex partnership deals. The focus is on building sustainable, long-term revenue capabilities and empowering managers with the data-driven decision-making skills necessary to adapt to market shifts, technological advancements, and evolving customer expectations, ensuring their venues thrive in a competitive future.