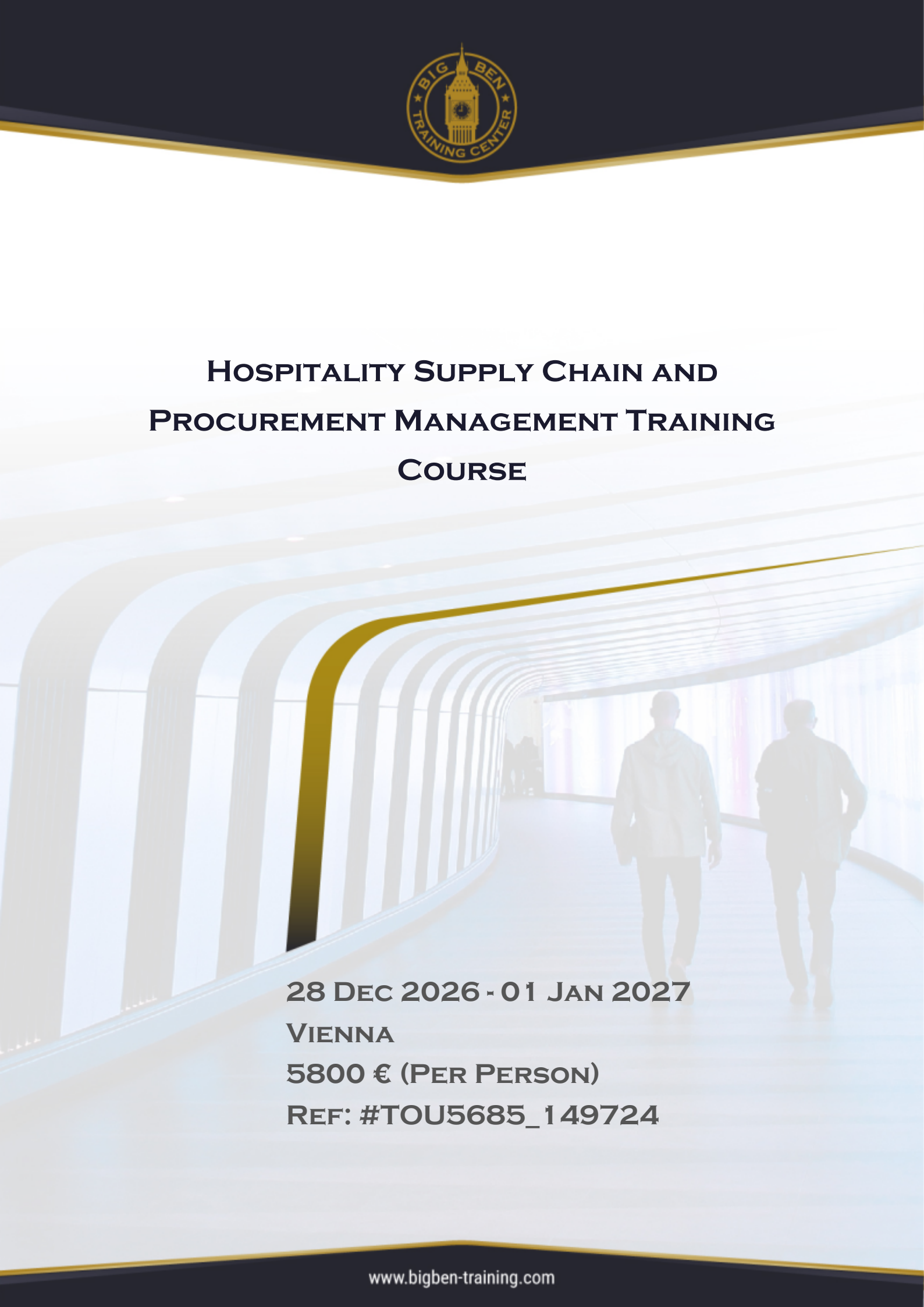
Hospitality Supply Chain and Procurement Management Training Course



28 Dec 2026 - 01 Jan 2027

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

The hospitality industry operates on a foundation of exceptional guest experiences, which are directly impacted by the efficiency and effectiveness of its supply chain and procurement functions. This course provides a comprehensive A-to-Z exploration of the principles and practices that drive success in this dynamic sector. We delve into the unique challenges of hospitality, such as managing perishable goods, forecasting fluctuating demand, and maintaining stringent quality standards. Drawing on foundational concepts from leading academics like Dr. Donald Bowersox, whose work in "Supply Chain Logistics Management" has shaped modern logistics, this program bridges theory with real-world application. Participants will learn to navigate the complexities of sourcing, negotiation, inventory control, and supplier relationship management within a hospitality context. BIG BEN Training Center has designed this curriculum to empower professionals to optimize costs, mitigate risks, and build resilient supply chains that not only support but enhance operational excellence and guest satisfaction, ultimately contributing to a stronger bottom line.

Target Audience / This training course is suitable for:

- Procurement Managers and Purchasing Agents.
- Supply Chain and Logistics Coordinators.
- Hotel and Resort General Managers.
- Food and Beverage (F&B) Directors and Managers.
- Restaurant Owners and Managers.
- Operations Managers in the hospitality sector.
- Finance and Cost Control Professionals.
- Catering and Event Managers.
- Supplier Relationship Managers.
- Aspiring professionals seeking a career in hospitality management.

Target Sectors and Industries:

- Hotels, Resorts, and Lodging.
- Restaurants, Cafes, and Food Service Chains.
- Airline and Cruise Line Catering Divisions.
- Event Management and Conference Centers.
- Contract Catering and Institutional Food Services.
- Theme Parks and Entertainment Venues.
- Hospitals and Healthcare Facilities.
- Governmental tourism and hospitality agencies.
- Casino and Gaming Operations.
- Spas and Wellness Centers.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Supply Chain and Logistics Department.
- Operations Department.
- Finance and Accounting Department.
- Food and Beverage (F&B) Department.
- Kitchen and Culinary Department.
- Housekeeping Department.
- Events and Banqueting Department.
- Facilities Management Department.

Course Offerings:

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

- Develop a strategic sourcing plan tailored to the unique needs of a hospitality business.
- Master negotiation techniques to secure favorable terms with suppliers and vendors.
- Implement effective inventory management systems to minimize waste and control costs.
- Analyze and manage supply chain risks, including disruptions and price volatility.
- Evaluate and select suppliers based on quality, reliability, and ethical standards.
- Integrate sustainable and green procurement practices into the supply chain.
- Utilize technology to streamline procurement processes from purchase to payment.
- Enhance supplier relationships to foster long-term partnerships and innovation.
- Apply cost-control strategies throughout the procurement lifecycle.
- Ensure compliance with health, safety, and quality regulations in all procurement activities.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We move beyond traditional lectures to create a dynamic learning environment where participants actively engage with the course material. The program is built around real-world hospitality case studies, allowing attendees to analyze complex procurement and supply chain challenges faced by hotels, restaurants, and resorts. Through facilitated group discussions and collaborative workshops, participants will share experiences, brainstorm solutions, and develop problem-solving skills. Interactive exercises, role-playing scenarios focusing on supplier negotiations, and practical simulations of inventory management will be used to reinforce key concepts. Our expert instructors provide continuous feedback and guide participants in applying theoretical frameworks to their specific operational contexts. This hands-on approach ensures that attendees not only grasp the principles of hospitality supply chain management but also leave with actionable strategies they can implement immediately in their roles to drive efficiency and value.

Course Agenda (Course Units):

Unit One: Foundations of Hospitality Supply Chain and Procurement

- Introduction to the hospitality supply chain ecosystem.
- The strategic role of procurement in enhancing guest satisfaction.
- Key terminology and concepts in procurement and logistics.
- Understanding the flow of goods, services, and information.
- The impact of procurement on profitability and brand reputation.
- Core differences between manufacturing and hospitality supply chains.
- Ethical considerations and professional standards in purchasing.

Unit Two: Strategic Sourcing and Supplier Management

- Developing a strategic sourcing and category management plan.
- Identifying, evaluating, and qualifying potential suppliers.
- Techniques for effective supplier negotiation and contract management.
- Building and maintaining strong supplier relationships (SRM).
- Global sourcing versus local sourcing in the hospitality industry.
- Supplier performance measurement and scorecard development.
- Managing partnerships with food, beverage, and non-food vendors.

Unit Three: Procurement Operations and Inventory Control

- The procure-to-pay (P2P) cycle in a hospitality setting.
- Managing purchase orders, receiving, and invoice processing.
- Inventory management techniques (FIFO, LIFO, JIT).
- Demand forecasting for seasonal and event-driven businesses.
- Warehouse and storeroom management best practices.
- Controlling waste and spoilage of perishable goods.
- Leveraging e-procurement systems and technology for efficiency.

Unit Four: Cost Management, Quality, and Sustainability

- Techniques for cost reduction and value analysis.
- Developing and managing procurement budgets.
- Quality assurance and control in the supply chain.
- Implementing food safety standards (e.g., HACCP) in procurement.
- Introduction to green and sustainable procurement.
- Sourcing organic, local, and ethically produced goods.
- Balancing cost, quality, and sustainability objectives.

Unit Five: Risk Management and Future Trends in Hospitality Procurement

- Identifying and mitigating supply chain risks (e.g., disruptions, price volatility).
- Developing contingency plans for critical supply items.
- The role of technology, AI, and data analytics in modern procurement.
- Exploring trends like blockchain for traceability and transparency.
- The future of personalization in the hospitality supply chain.
- Navigating global logistics challenges and trade regulations.
- Creating a resilient and agile supply chain for the future.

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:

As guest expectations for personalized experiences and sustainable practices continue to rise, how must traditional, cost-focused procurement strategies evolve to become value-driven enablers of brand identity and loyalty?

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

This training course distinguishes itself by moving beyond generic supply chain theory to focus exclusively on the high-stakes, fast-paced environment of the hospitality industry. Unlike broader programs, every module, case study, and discussion is tailored to address the specific challenges inherent in serving guests, such as the management of perishable inventory, the critical importance of quality consistency, and the direct link between procurement decisions and the guest experience. We emphasize a dual-strategy approach, balancing operational efficiency and cost control with the strategic imperative of brand enhancement and sustainability. The curriculum is designed to be intensely practical, providing participants with actionable tools for supplier negotiation, inventory optimization, and risk mitigation that are directly applicable to hotels, restaurants, and resorts. Furthermore, the course fosters a deep understanding of how procurement can be a proactive partner in innovation, from sourcing unique local products that define a culinary experience to implementing green practices that resonate with environmentally conscious travelers. It is this dedicated hospitality focus that provides a richer, more relevant learning experience.