

# Postgraduate Certificate Tourism Operations Management



## Postgraduate Certificate Tourism Operations Management

- » Modality: online
- » Duration: 1 month
- » Certificate: TECH Global University
- » Accreditation: 6 ECTS
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Graduates and professionals  
with demonstrable experience in the sector.

Website: [www.techtitude.com/us/school-of-business/postgraduate-certificate/tourism-operations-management](http://www.techtitude.com/us/school-of-business/postgraduate-certificate/tourism-operations-management)

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# 01 Welcome

The wide range and complexity of the tourism sector means that there are many different operations. Therefore, these types of activities extend to areas such as flight management, cruises, hotels or resorts, among many others. Therefore, it is necessary to have the right management that can execute the most beneficial and fruitful operations for both the company and the visitors. Therefore, with this program, the professional in this sector will be able to acquire the most sought-after management skills in this field, while at the same time delving into aspects such as complementary tourism offers or product marketing.

The 100% online teaching methodology will allow you to study at your own pace, without interruptions, and with the support of a teaching staff of great prestige in this industry.



Postgraduate Certificate in Tourism Operations Management.  
TECH Technological University

“

*The figure of the upright, inflexible and authoritarian manager has become obsolete. A new profile has emerged, one that is much more in line with new trends and stands out for being technologically savvy, practicing active listening and being self-critical of their work"*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*

## At TECH Technological University



### Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%**

of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**100,000+**

executives trained each year

**200+**

different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**500+**

collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Analysis

---

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

---

TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



### Economy of Scale

---

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



### Learn with the best

---

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"*

This program will provide students with a multitude of professional and personal advantages, particularly the following:

01

### A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of participants achieve positive career development in less than 2 years.*

02

### Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

*Our global vision of companies will improve your strategic vision.*

03

### Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

04

### Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

*20% of our students develop their own business idea.*

07

### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to train with a team of world renowned teachers.*

# 04 Objectives

This program is designed to strengthen management and leadership skills, in addition to developing new competencies and skills that will be essential in their professional development. After the program, you will be able to make global decisions with an innovative perspective and an international vision.



“

*International experience, ethical commitment, and business acumen are some of the most sought-after characteristics in executives in the digital age"*



**TECH makes the goals of their students their own goals too  
Working together to achieve them.**

The **Postgraduate Certificate in Tourism Operations Management** qualifies students to:

01

Understand the elements that are part of the operations and production processes in the tourism sector and the functioning of the production systems in the different tourism companies

02

Understand the processes and procedures necessary to manage the operation of the complementary tourism offer

03

In-depth knowledge of the production processes, in particular the tourist use of "cruise ships", "airports and airlines and sports resorts", with an in-depth knowledge of their operating procedures and operations management







04

Analyze and study the necessary procedures for the creation of tourist packages in the tourist companies of the complementary offer and its commercialization as a strategy for the seasonal loss of tourism

05

Understand the dynamic and evolving nature of tourism and its relationship with the creation of new tourist products according to current demand and new trends

06

Understand the different types of tourism operations and their particularities when applying execution and marketing strategies

05

# Structure and Content

The Postgraduate Certificate in Tourism Operations Management from TECH Technological University is a tailor-made program that is taught in a 100% online format so that you can choose the time and place that best suits your availability, schedule and interests.

A program that takes place over 1 month and is intended to be a unique and stimulating experience that will lay the foundation for your success in corporate reputation management.



“

*What you study is very important. The skills and competencies you acquire are fundamental. You won't find a more complete syllabus than this one, believe us"*

## Syllabus

The content of the Postgraduate Certificate in Tourism Operations Management is designed to promote the development of management skills that will enable the professionals to obtain information that will allow them to adequately manage the reputation of a brand or company.

Throughout 150 hours of education, the student will analyze a multitude of practical cases through individual practice and teamwork. It is, therefore, an authentic immersion in real business situations.

This program deals in depth with all strategic areas of the company and is designed to prepare managers and experts in the sector, so that they understand business management from strategic, international and innovative perspective.

A plan designed for you, focused on your professional improvement and that will prepare you to achieve excellence in the field of Tourism Operations Management.

A program that understands your needs and those of your company through innovative content based on the latest trends, and supported by the best educational methodology and an exceptional faculty, which will provide you with the competencies to solve critical situations in a creative and efficient way.

This Postgraduate Certificate takes place over 1 month and is structured into 1 module:

### Module 1

### Tourism Operations Management



### Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Certificate in Tourism Operations Management completely online. Over the course of 1 month, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

## Module 1. Tourism Operations Management

### 1.1. The Tourist Company as a System

- 1.1.1. The Internal and External Universe of the company
- 1.1.2. Concept of System and Subsystems
- 1.1.3. Production
- 1.1.4. Different Approaches to the Concept of Production
- 1.1.5. Production Function
- 1.1.6. Company Objectives vs. Production
- 1.1.7. The Production of Service Companies
- 1.1.8. Industry and Services: The Reason for Differentiation
- 1.1.9. Five Characteristics of Production in the Service Company
- 1.1.10. Production in Tourist Companies

### 1.2. Operations and Production Processes in the Tourism Industry

- 1.2.1. Essential Concepts: Operations, Processes, Methods, Procedures, Systems, Modeling and Forecasting
- 1.2.2. Two Essential Variables for Tourism: Space and Time
- 1.2.3. Map of the Four Influencing Factors: Environment, Establishment, Management Model and Human Resources.

### 1.3. Production Processes in Transportation Companies

- 1.3.1. Transportation and its Positioning in the Tourist Area
- 1.3.2. Types of Transportation Companies: Commercial Aviation, Rail, Road and Water Transportation
- 1.3.3. The Operations of the Transportation Sub-sector. Analysis of the Main Activities: Characteristics and Peculiarities

### 1.4. Cruise Operations Management

- 1.4.1. Introduction, Tourist Context. Evolution of Cruise Tourism
- 1.4.2. Reasons for Becoming a Tourism Product
- 1.4.3. Water Transportation: Characteristics, Ports and Types of Ports
- 1.4.4. Modalities and Services in Maritime Transportation, Main Shipping Companies
- 1.4.5. Regular Shipping. Discretionary or Tourist Transportation
- 1.4.6. Cruise Ship Product Features, Nautical Terms and Types of Ships Features of Cruise Ships
- 1.4.7. Nautical Terms
- 1.4.8. Cruises: Features, Services, Reservations and Rates
- 1.4.9. Main Shipping Lines, Classification Classification of Shipping Lines
- 1.4.10. Cruise Tourism Trends

### 1.5. Operating Procedures for In-Port Cruise Ships

- 1.5.1. Specific Vocabulary
- 1.5.2. Shipping Agents
- 1.5.3. Port Service to Cruise Passengers in Transit
- 1.5.4. Vessel Operating Procedures: Mooring and Unmooring Operations
- 1.5.5. Itinerary Design and Composition Processes
- 1.5.6. Distribution Channels
- 1.5.7. International Maritime Conventions: Regulations

### 1.6. Airports and Airline Operations Management

- 1.6.1. Introduction to Aerial Activities
- 1.6.2. Traditional Airlines and Low Cost Airlines
- 1.6.3. Air Operations: Loading, Unloading and Passenger Manifests
- 1.6.4. Airports: Classification
- 1.6.5. Navigation Aids: VOR, ILS (Instrumented Landing System), GWPS
- 1.6.6. Features, Aeronautic Terms and Types of Aircrafts
- 1.6.7. ICAO International Civil Aviation Organization
- 1.6.8. Aviation Accidents Investigation Operations: Boards of Inquiry

### 1.7. Complementary Tourism Offer

- 1.7.1. Concept and Types of Complementary Tourism Services
- 1.7.2. Sports Service: Ski Resorts, Marinas, and Golf Courses
- 1.7.3. Nature Reserves
- 1.7.4. Theme Parks
- 1.7.5. Companies Specialized in Cultural Offer, Conventions and Fairs (MICE)

### 1.8. Production Processes in Leisure Companies

- 1.8.1. Sports Tourism Companies: Ski Resorts, Marinas and Sailing Resorts, and Golf Courses
- 1.8.2. Adventure Tourism Companies
- 1.8.3. Tourism in Protected Natural Spaces
- 1.8.4. Theme Parks
- 1.8.5. Cultural Offer

### 1.9. Operations Management in Sports Resorts

- 1.9.1. The Sports Industry as a Tourist Attraction
- 1.9.2. Sports Resorts Categories
- 1.9.3. Sport Resort Organization: Departments
- 1.9.4. Managing a Golf Course: Tactical and Operational Decisions
- 1.9.5. The Importance of Talent Management
- 1.9.6. Golf Department Operations and Processes
- 1.9.7. Soccer Department Operations and Processes

### 1.9.8. Other Sports Department Operations and Processes

- 1.9.9. Maintaining Sports Facilities
- 1.9.10. Intelligent and Sustainable Water Management at Sports Facilities

### 1.10. Sports Resort Marketing

- 1.10.1. Marketing Focused on Top-Level Sports Teams, Clubs and Franchises
- 1.10.2. International Fairs and Events
- 1.10.3. Social Media. Original Content Production for Sports Events
- 1.10.4. Sports Resorts Innovation
- 1.10.5. Commercial Department Operations in Sports Resorts
- 1.10.6. Golf Course Commercialization: Organizing Tournaments

- 1.10.7. Soccer Team Commercialization: Lodging, Stadiums and Food
- 1.10.8. Other Sports Commercialization





# 06 Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the **New England Journal of Medicine** have considered it to be one of the most effective.







“

*Discover Relearning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world*”



*This program prepares you to face business challenges in uncertain environments and achieve business success.*



*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

**“** *You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.





In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



#### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



#### Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



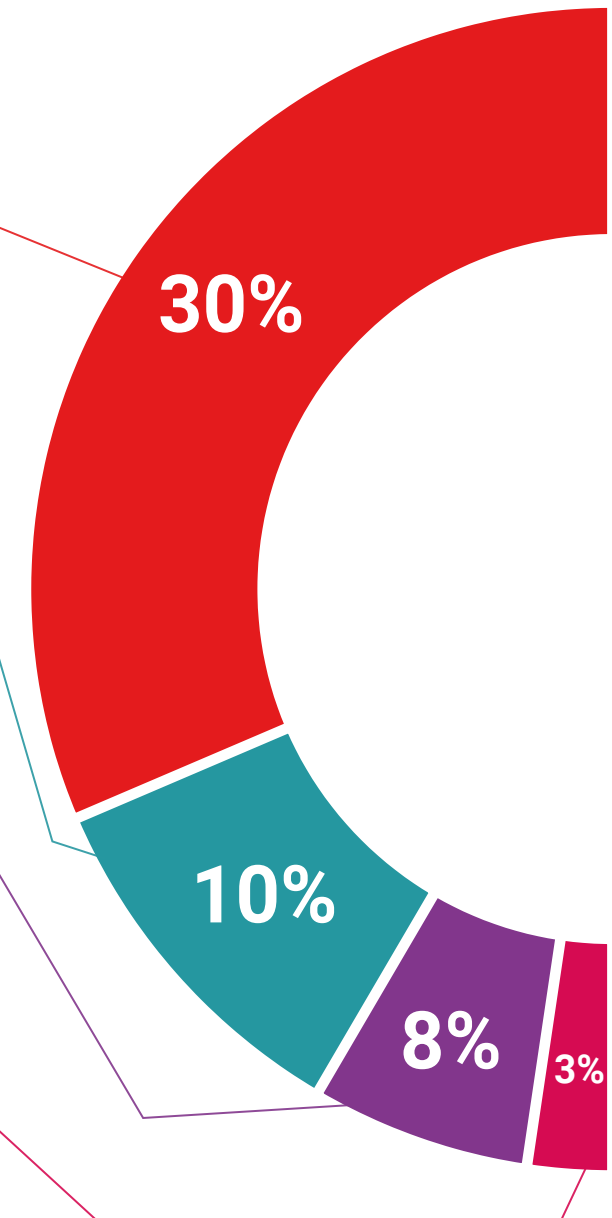
#### Management Skills Exercises

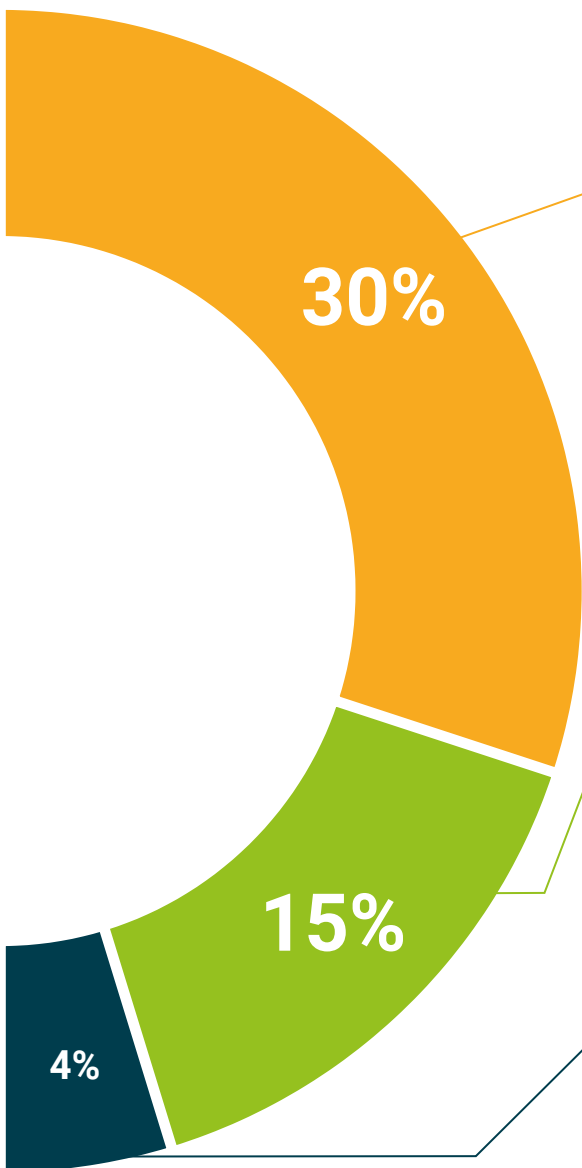
They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



#### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.



**Case Studies**

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.

**Interactive Summaries**

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".

**Testing & Retesting**

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

The Postgraduate Certificate in Tourism Operations Management is a program aimed at professionals who want to acquire greater skills and competencies in hotel management; discover new ways of managing the brand; control, through the analysis of results, possible reputational conflict; and advance in their professional career.







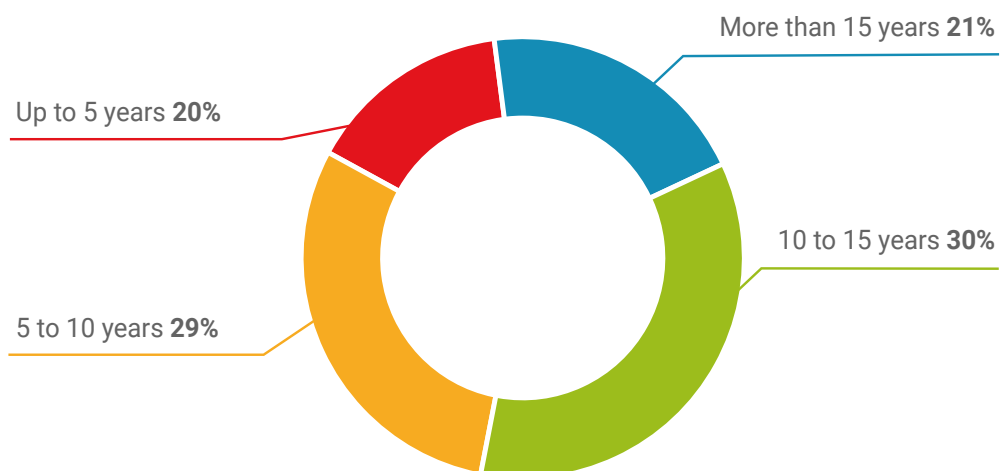
“

*If you think you need to improve your corporate reputation management skills and are looking for an interesting career enhancement while continuing to work, this is the program for you"*

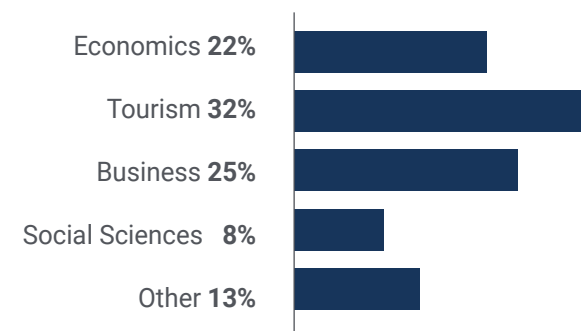
## Average Age

Between **35** and **45** years old

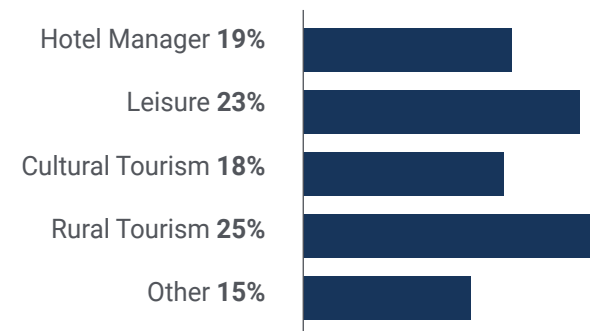
## Years of Experience



## Training

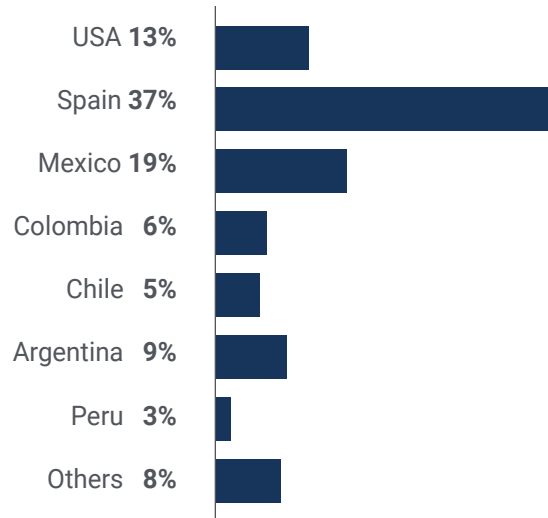


## Academic Profile



## Geographical Distribution

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## Alfonso Pérez

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Marketing Director

*"Thanks to the Postgraduate Certificate in Tourism Operations Management I have been able to learn the latest techniques and strategies in Tourism Marketing. Without a doubt, this is a recommended education for anyone who wants to give their business a boost"*

08

# Impact on Your Career

TECH is aware that studying a program like this entails great economic, professional and, of course, personal investment. The ultimate goal of this great effort should be to achieve professional growth. For this reason, TECH puts all its efforts and tools at the student's disposal, so that they can acquire the skills and abilities required to achieve this change.



“

*If you are looking for a positive change in your professional career, at TECH we put all our tools at your disposal to help you achieve it"*

## Are you ready to take the leap? Excellent professional development awaits you.

The Postgraduate Certificate in Tourism Operations Management at TECH Technological University is an intensive program that will prepare students to face challenges and business decisions internationally. The main objective is to promote personal and professional growth. Helping students achieve success.

Therefore, those who wish to improve themselves, achieve a positive change at a professional level and interact with the best, will find their place at TECH.

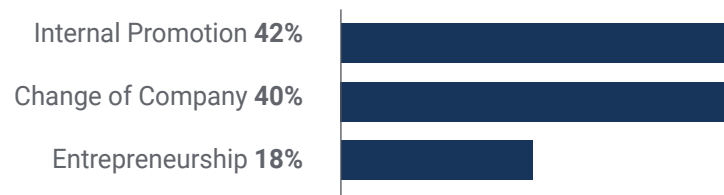
*Take a professional leap  
after completing this  
program on Tourism  
Operations Management.*

*Learn about the main  
challenges of tourism  
planning and work to  
lead your company  
to success.*

### Professional change for our students



### Type of change



## Salary increase

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This program represents a salary increase of more than **25.22%** for our students



09

# Benefits for Your Company

The Postgraduate Certificate in Tourism Operations Management contributes to elevate the organization's talent to its maximum potential through the specialization of high-level leaders. It is a program that prepares the student to reach the professional elite through a superior qualification guaranteed by TECH. Furthermore, participating in this program is a unique opportunity to access a powerful network of contacts where you can find future professional partners, clients, or suppliers.





“

*It brings new strategies for  
tourism management"*

Developing and retaining talent in companies is the best long-term investment.

01

### **Intellectual Capital and Talent Growth**

The manager will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

---

02

### **Retaining high-potential executives to avoid talent drain**

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.

03

### **Building agents of change**

The manager will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

---

04

### **Increased international expansion possibilities**

Thanks to this program, the company will come into contact with the main markets in the world economy.



05

### **Project Development**

The manager will be work on a current project or develop new projects in the field of R&D or Business Development within their company.

---

06

### **Increased competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization forward.

# 10 Certificate

The Postgraduate Certificate in Tourism Operations Management guarantees students, in addition to the most rigorous and up-to-date education, access to a Postgraduate Certificate issued by TECH Global University.



“

*Successfully complete this program and receive your university qualification without having to travel or fill out laborious paperwork"*

This private qualification will allow you to obtain a **Postgraduate Certificate in Tourism Operations Management** endorsed by **TECH Global University**, the world's largest online university.

**TECH Global University** is an official European University publicly recognized by the Government of Andorra ([\*official bulletin\*](#)). Andorra is part of the European Higher Education Area (EHEA) since 2003. The EHEA is an initiative promoted by the European Union that aims to organize the international training framework and harmonize the higher education systems of the member countries of this space. The project promotes common values, the implementation of collaborative tools and strengthening its quality assurance mechanisms to enhance collaboration and mobility among students, researchers and academics.

This **TECH Global University** private qualification is a European program of continuing education and professional updating that guarantees the acquisition of competencies in its area of knowledge, providing a high curricular value to the student who completes the program.

Title: **Postgraduate Certificate in Tourism Operations Management**

Official N° of Hours: **150 h.**







## Postgraduate Certificate Tourism Operations Management

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