MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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THE INTERNET OF THINGS (IOT) IN HOSPITALITY

"Elevating Guest Experience, Operational Efficiency, and Smart Hospitality Through IoT Integration"

Schedule

Date	Venue	Fees (Face-to-Face)
09 - 13 Nov 2026	London - UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

The hospitality industry is embracing the Internet of Things (IoT) to deliver smarter guest experiences, streamline operations, and increase energy efficiency. From personalized room controls and smart check-ins to real-time asset tracking and predictive maintenance, IoT is redefining how hotels and resorts operate in the digital age.

This course provides hospitality professionals with the knowledge and tools to implement and manage IoT solutions effectively. Participants will learn to align technology with guest expectations, operational goals, and sustainability objectives while addressing data privacy and security concerns.

Objectives

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

- Understand IoT systems, components, and applications in hospitality settings
- Design and implement smart hotel solutions to enhance guest satisfaction
- Utilize IoT for operational improvements and energy/resource optimization
- Leverage real-time data for service personalization and predictive maintenance
- Evaluate cybersecurity, privacy, and vendor management in IoT deployments

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Why Attend

- Stay competitive with cutting-edge hospitality technology
- Enhance guest experience through automation, personalization, and responsiveness
- Reduce operating costs through smart energy and facility management
- Gain insights into global best practices and IoT trends in tourism and lodging
- Develop strategies to scale and future-proof your property’s digital transformation

Target Audience

This program is designed for:

- Hotel/resort general managers and operations leaders
- IT and digital transformation heads in hospitality
- Facility and maintenance managers
- Guest experience and service quality managers
- Tourism planners and hospitality technology consultants

Individual Benefits

Key competencies that will be developed include:

- IoT planning and infrastructure design for hospitality settings
- Guest experience mapping using smart devices and sensors
- Energy usage optimization and maintenance forecasting
- Privacy, security, and compliance in connected environments
- Technology evaluation and vendor coordination for implementation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced guest loyalty through smart, seamless experiences
- Operational cost reduction via automation and resource management
- More efficient maintenance and asset utilization strategies
- Compliance with data protection standards (e.g., GDPR) in smart environments
- Greater resilience and adaptability through tech-driven innovation

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – IoT technologies, trends, and standards in hospitality
- Case Studies – Successful smart hotel implementations worldwide
- Workshops – Use case development, cost-benefit analysis, and system design
- Peer Exchange – Industry experience sharing and collaborative planning
- Tools – Audit checklists, solution blueprints, KPI dashboards, and risk templates

Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: IoT Foundations and Smart Hospitality Trends

- Module 1: IoT Technologies and Architecture (07:30 – 09:30) • Sensors, networks, devices, and cloud platforms in hospitality use • Ecosystem overview and data flow fundamentals
- Module 2: Digital Transformation in the Hospitality Sector (09:45 – 11:15) • Global trends and guest expectations • Iot use cases in hotels, resorts, and event venues
- Module 3: Workshop – Readiness Assessment for IoT (11:30 – 01:00) • Evaluate infrastructure, resources, and digital maturity
- Module 4: Peer Exchange – Innovation Challenges in Hospitality (02:00 – 03:30) • Discuss barriers and enablers to IoT adoption

Day 2: Enhancing Guest Experience Through IoT

- Module 5: Smart Guest Rooms and Personalization (07:30 – 09:30) • Connected lighting, climate control, voice assistants, and mobile room keys
- Module 6: Smart Check-in, Concierge, and Customer Journey (09:45 – 11:15) • Contactless services, behavior tracking, and in-room automation
- Module 7: Workshop – Designing a Smart Guest Experience (11:30 – 01:00) • Create a customer journey using IoT tools
- Module 8: Case Study – Guest Satisfaction Through IoT (02:00 – 03:30) • Analyze a hotel's smart system implementation

Day 3: Operational Excellence and Facility Optimization

- Module 9: IoT for Building Management (07:30 – 09:30) • Energy management, HVAC control, lighting efficiency
- Module 10: Predictive Maintenance and Asset Tracking (09:45 – 11:15) • Real-time fault detection and maintenance scheduling
- Module 11: Workshop – Facility Management Optimization Plan (11:30 – 01:00) • Develop a predictive maintenance strategy using IoT
- Module 12: Peer Discussion – Operational Wins from Automation (02:00 – 03:30) • Group insights on cost savings and process efficiency

Day 4: Data Analytics, Privacy, and Security

- Module 13: Guest Data and Real-Time Analytics (07:30 – 09:30) • Using IoT data for personalization and service enhancement
- Module 14: Data Privacy and Security in Hospitality IoT (09:45 – 11:15) • GDPR compliance, threat prevention, and ethical use of data
- Module 15: Workshop – Risk Management Assessment (11:30 – 01:00) • Score IoT implementation plans against privacy and risk indicators
- Module 16: Case Study – Cybersecurity in a Smart Hotel (02:00 – 03:30) • Review of a real-world data breach and mitigation measures

Day 5: Strategy, Implementation, and Business Planning

- Module 17: Building a Business Case for IoT in Hospitality (07:30 – 09:30) • ROI forecasting, budgeting, and stakeholder alignment
- Module 18: Technology Partner Selection and Project Rollout (09:45 – 11:15) • RFPs, vendor evaluation, system integration challenges
- Module 19: Final Project – Smart Hospitality Strategy Presentation (11:30 – 01:00) • Develop and present a full-scale IoT adoption roadmap
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Final reflections and certificate distribution

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Certification

Participants will receive a Certificate of Completion in The Internet of Things (IoT) in Hospitality, validating their ability to design, implement, and manage smart hospitality solutions that enhance guest satisfaction, operational efficiency, and sustainability.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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