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## 1. General

Following each semester (Kitchen/Production, Restaurant Management and Hotel Administration), students undergo practical training in each subject area. These internships are a mandatory part of the HF/SHL certified training programme.

## 2. Objectives

The internship enables the students:

- to put their theoretical knowledge to practice
- to learn how to work independently and in a team in the profession and how to interact effectively with superiors, colleagues and guests
- to become familiar with practical production and work procedures
- to recognise their own professional and social strengths and weaknesses and their own professional preferences.
- to practice and strengthen the interdisciplinary competencies learned in the “concierge myself” training concept

## 3. Period of Training

The internship lasts at least five months. In businesses with a shorter season, the internship can be shortened to four months if approved by the Director of Internships.

## 4. Pay and Contract

Swiss law governs the applicable rates (L-GAV 2014, Section 11: Minimum wages for practical trainees of hotel management schools in Switzerland).

The minimum gross pay is CHF 2'172.- per month (per August 2016). Furthermore, the trainees have prorated entitlement to a 13<sup>th</sup> month's wages (L-GAV Art. 12).

The contract forms for the internship can be downloaded on the homepage at [www.shl.ch](http://www.shl.ch). Only the use of the given SHL templates is allowed. Internal contracts will only be accepted for internships abroad.

The contract must be signed by the trainee and the host employer and then submitted in triplicate to the School Administration for confirmation and counter-signing prior to the commencement of employment. Legally valid internship contracts can also be submitted electronically.

### 4.1 Abroad

Students doing an internship abroad are not bound by the SHL internship agreement, as the provisions of L-GAV do not apply abroad. For these trainees, the internship pay depends on the contracting parties and the rates usual for trainees in the given country. All practice-oriented documents of the training concept concierge myself can be found in English on the internal online campus [www.etc-campus.ch](http://www.etc-campus.ch).

## 5. Contribution to Training

Host employers in Switzerland promote the training of qualified professionals by rendering a one-time payment of **CHF 1'800.-** per internship to help defray the student's semester expenses. This amount is billed directly to the host employer (only in Switzerland) by the school and is not allowed to be deducted from the trainee's pay.

## 6. Host Employer

Every host employer regardless of its size and classification can employ SHL students in the respective area. The students are responsible for seeking employment. The SHL does not have cooperation contracts with establishments. An online job exchange is offered to students to facilitate finding a suitable place of employment to complete an internship.

The host employer must name an internship supervisor. This supervisor must be from within the business and have the following professional qualifications:

- Completion of tertiary level vocational training (higher specialist school, vocational or higher specialist exam or comparable training abroad)
- Training course for vocational trainers
- Or at least three years of management experience in the given specialty area.

## 7. Training concept «concierge myself»

To determine what the demanding daily tasks of hospitality leaders involve, an extensive study involving well-known hoteliers and restaurateurs was conducted. From this study, a competency profile for the profession of hoteliers / restaurateurs arose. It has shown that not only professional but in particular social and personal skills are extremely important.

In response to the results, SHL decided to implement a training concept which runs parallel to the professional training and aims to foster these key competencies. Together with the SHL coach the following five key competencies have been developed:

- acting responsibly in a team
- managing one's personal resources successfully
- professionally managing customer contact
- respectfully leading employees
- successfully implementing change

### **During the semester at the SHL:**

Virtual learning components were developed in the school year 2014/2015 which involve in class teaching as well as self-study modules. These modules provide the students with concrete techniques, tips and tools for professional practice. During each semester the students work through a learning module which includes 3 online theoretical tests. As **the first part** of the competence performance verification, the results of the online tests are recorded.

To emphasise the importance of interdisciplinary social skills, fireside chats are organized for the students once a semester. These chats are with selected experts known for their competency in the area of study.

## **During the internship period:**

Within the first two weeks of the internship the students are obligated to define 3 concrete professional goals and 3 personal and social goals. These goals should be define in collaboration with the internship supervisor. The course of the internship is also determined by the internship supervisor. Students have to submit the document titled “Internship course and goals” to the SHL.

During the internship of 5 months, the students are obliged to upload 3 posts on the school’s virtual campus. The posts should reflect their step by step professional and social development and the process of reaching their goals.

Before the end of the internship the internship supervisor verifies the student’s competences by using the “external assessment” form. The student also verifies their competencies by using the “self-assessment” form. The results of both forms are then used at an appraisal interview before the end of the internship and are documented as **the second part** of the competence performance verification

## **Before graduating from the SHL**

A one-day final assessment is done before the end of the fifth semester, corporate management. The results are documented and make up **the third part** of the competence performance verification of each student.

The training concept « concierge myself » was implemented in the semesters, kitchen production, front office/administration and business administration in the 2015/2016 school year. From 2016/2017 the interdisciplinary and social competences are trained in all five semesters.

## 8. Host Employer/Internship documentation

Within the training concept « concierge myself » and the course of the internships there is a practical assignment which accompanies each internship. the assignment is defined as follows:

- a) The document “**Internship contract**” is to be given to the SHL internship coach before the beginning of the internship.
- b) The intern supervisor, together with the student defines learning objectives and completes the “Internship course and goals” document. After the internship begins, the students have **2 weeks**’ time to submit the form to the SHL internship coach.
- c) During the internship the student has to make 3 electronic contributions to the online SHL campus [www.etc-campus.ch](http://www.etc-campus.ch). The form is not pre-determined and can include all common form such as video, audio, PDF, etc.
- d) Before the end of the internship, the internship supervisor completes the “external assessment” form according to the internship regulations 6.2.3. The external assessment is used exclusively to assess the professional and social competencies of the students. Concurrently, the student is obliged to complete the self-assessment form. Both of these forms are then used as discussion points during the appraisal interview before the end of the internship. The student must submit both of the above mentioned forms to the SHL internship coach before the begin of their next semester.

Lucerne, 2016/2017 Academic Year

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## 9 Internship in Kitchen and Production

Content of the training programme for the Kitchen and Production semester:

- Kitchen organization and equipment
- Menu planning and product marketing
- Nutrition
- Product knowledge
- Production
- Calculation
- Quality control and food hygiene:
  - Everyday hygiene
  - Bacteriology
  - Food safety (HACCP)

### Semester objectives

- Learning kitchen and production fundamentals
- Recognising quality characteristics, understanding the processing chains (production—processing—preparation—disposal)
- Explaining and applying preparation methods
- Understanding different approaches to food provision (snacks—fixed menu—buffet—regular menu)
- Distinguishing between ingredients, learning calculation methods and using computer calculation programs
- Applying basics of food hygiene and food safety (HACCP) in kitchen organisation.

### Potential work areas

- Cold and warm cuisine (à la carte)
- Pastry
- Banquet cuisine
- Catering service
- Ordering / product planning / storage

The students may only be given tasks which are directly related to their educational objectives within the respective area.

## 10. Internship in Restaurant Management

Content of the training programme for the Restaurant Management semester:

- Service organisation and techniques
- Banquet organisation
- Knowledge of materials and products
- Product marketing
- F&B Management
- Calculation, billing / controlling
- Wine and bar theory
- Quality management and food hygiene
- Pricing and labelling

### Semester objectives

- Learning the fundamentals of restaurant management
- Developing and applying service management traits
- Learning and using sales techniques
- Recognizing and initiating trends in the service sector
- Learning and applying sales and labelling rules
- Understand the route of products from purchase and storage to sales
- Detailed product knowledge in the areas of wine, beverages and luxury items (for example cigar degustation).

### Potential work areas

- **Restaurant management (à la carte service)**
- **Banquets**
- **Breakfast service**
- **Bar**
- **Room service**
- **Special events and catering**
- **Purchasing / product planning / controlling**

The students may only be given tasks which are directly related to their educational objectives within the respective area.

## 11. Internship in Reception and Administration

Content of the training programme for the Reception and Administration semester:

- **Front office, guestbook / Protel**
- **Accounting**
- **Information technology**
- **English/correspondence**
- **Law**
- **Housekeeping**
- **Quality management / food hygiene**
- **Revenue & Yield Management**

### Semester objectives

#### **Front office, guest book / Protel**

Becoming familiar with the organisation and structure of the front office, identifying the interfaces within the operational structure, understanding work procedures, systematic introduction to guestbook / Protel and practical application of this knowledge.

#### **Accounting**

Understanding terms in calculation, business and financial accounting. Learning to create and interpret accounts and entry items up to and including the annual financial statements. Producing and reading balance sheets and income statements, calculating and interpreting the key figures in the food and beverage sector, creating VAT invoices, making postings to payroll accounts.

#### **Information technology**

Networked application of programs in word processing, table calculation and presentation.

#### **English/correspondence**

Medium level skills based on Cambridge First Certificate for oral and written use of English in professional settings (sales pitches, conversation and correspondence with guests and business partners). Advanced skills in grammar, building up a business vocabulary, and introduction to hotel correspondence.

#### **Law**

Learning about the legal foundations and organisational structure of the Swiss state. Understanding basic concepts from the Civil Code and Code of Obligations in context, particularly with respect to contracts relevant to the hotel and restaurant business. Correctly analysing the legal relationship between guest and hotel/restaurant owner and answering questions of practical relevance.



## **Housekeeping**

Becoming familiar with organisational structures and processes in housekeeping, understanding interfaces in this area, recognising the business significance of housekeeping.

## **Quality management and food hygiene**

Covering tools and knowledge in order to produce cleaning plans in a hotel/restaurant operation and to monitor their implementation and knowing steps to take to avoid pest infestation.

## **Revenue & Yield Management**

The students become familiar with the fundamental principles of modern revenue and yield management. Besides theoretic knowledge, practical applications such as the “demand calendar” are conveyed.

## **Potential work areas**

- **Front office / reception**
- **Night audit**
- **Guest services / concierge**
- **Reservations / guest correspondence**
- **Cashier's desk / accounting**
- **Housekeeping**

The students may only be given tasks which are directly related to their educational objectives within the respective area.