

A black and white portrait of a young woman with dark hair styled in a braid, smiling warmly at the camera. She is wearing a dark blazer over a light-colored collared shirt. The background is softly blurred, showing what appears to be an indoor setting with some light sources.

# CAMPUS DE LUXE

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PHOTOS DAVID BIEDERT

**Olivia Müri and Noelle Baumann are at completely different stages of their respective careers. But they both agree that prestigious hotels make the best employers.**

**Why did you decide to embark upon a career in the hotel industry?**

— OM: I travelled a lot with my parents, so I got a glimpse of this fascinating world at an early age. Having completed an apprenticeship as a restaurant consultant at Bellevue Palace in Bern, I knew this was the path I had to take.

— NB: My decision to take on an apprenticeship here at the Baur au Lac was actually pure chance. Now I really like the fact that I'm always around people and I have the chance to interact with guests and employees from all kinds of cultural backgrounds.

**Who has made a big impression on you in your work life?**

— OM: I would start with the incredibly

knowledgeable colleague that trained me in Bern and finish with Mr Kracht, the owner of the Baur au Lac. It is his personality and unwavering commitment to reinvesting in the hotel that give this establishment its unique character.

— NB: Obviously I haven't got anywhere near as much experience as Olivia. I do see the supervisor from the first year of my apprenticeship as a role model, though. She knew absolutely everything about the hotel.

**Other than passion and expertise, what do you need to make it in the hotel business?**

— NB: Language skills! Being able to speak in different languages shows guests and colleagues that you are welcoming, approachable and interested in them.

— OM: I have to agree with Noelle there. It's also a good idea to be highly flexible with a solid network behind you. My five semesters at the SHL Schweizerische Hotelfachschule



Luzern were invaluable given that the alumni are spread out all around the world.

— NB: I've also seen first-hand just how useful it is to have connections at other hotels. Even if it just helps you get hold of extra beds and other bits and pieces at short notice.

**Let's talk about SHL... The courses are known for being rather challenging.**

— OM: And they live up to their reputation. But I'm very grateful that they are so challenging. I loved pushing myself and seeing what I was capable of achieving. You learn to take a hands-on approach and just get stuck in. «What an important life lesson!» I wholeheartedly recommend SHL.

— NB: SHL is the next major goal for me. I've already attended information sessions in Lucerne. The school buildings are nothing short of impressive and they make you feel right at home.

**Do you often find yourself in strange situations at work?**

— NB: I'm yet to be faced with a seriously strange situation. But I will never forget the experience of the Zurich Film Festival (ZFF) last year. Despite all the challenges posed by the coronavirus pandemic, all of the interviews and events surrounding the ZFF went ahead smoothly here at the Baur au Lac. I was working on reception at the time, which meant I got to experience the partnership between the hotel and festival up close. How inspiring!

— OM: When I was working front of house at another hotel, I often served a lady who would come to eat with her imaginary friend. The first time it happened, I wasn't sure whether I should actually serve up a meal for the non-existent guest. Luckily my colleague was on hand to tell me that I should just be guided by what the lady wanted me to do. After all, you never know what people are going through.

**And finally... Where do you see yourself in ten years?**

— OM: Definitely still in the hotel industry. And if I happen to be working somewhere with sunshine all year round, you won't see me complaining. One of the brilliant things about this line of work is that you can happily find a job anywhere in the world.

— NB: I enjoy working in the hotel industry so much that I can't imagine doing anything else. I'm just planning to take things one step at a time and learn as much as I can along the way.

**NOELLE BAUMANN**

is currently completing her professional hotel training at the Baur au Lac in Zurich. She will be coming to the end of her three-year training programme this summer.

**OLIVIA MÜRI**

has been working at the Baur au Lac since 2014. She took on the role of HR Operations Manager back in 2016. She finished her training to become a restaurant consultant in 2009 and graduated from the SHL Schweizerische Hotelfachschule Luzern in 2014.

# SHL SCHWEIZERISCHE HOTELFACHSCHULE LUZERN



Since its very first intake back in 1909, the SHL Schweizerische Hotelfachschule Luzern has been dedicated to training highly qualified managers specialising in the hospitality sector with genuine passion for what they do. We spoke to Christa Augsburg, Director of SHL, about which courses are on offer, who they are aimed at and what makes studying at the modern campus in a beautiful location in Lucerne such a special experience.

## WHICH COURSES ARE AVAILABLE?

We have two courses here at SHL. Our renowned Dipl. Hôtelière-Restauratrice HF/Dipl. Hôtelier-Restaurateur HF course with accompanying work placements is based on the well-founded understanding that future managers need to have experience in all areas of the hotel business. The five varied semesters at SHL and the different internships in the real world of work give students the opportunity to develop the well-rounded skill set they will need to manage a business with success.

Since our collaboration with the Lucerne University of Applied Sciences and Arts in 2019, we have also been in a position to offer a four-year full-time study programme in English. The programme leading to the academic degree Bachelor of Science in Hospitality Management imparts modern knowledge and in-depth expertise with the practical relevance typical for SHL, covers topics in a more international context and includes two practical internships.

Both courses open up all kinds of career opportunities – both in Switzerland and worldwide.

## WHO CAN STUDY AT SHL?

Students wishing to start the HF programme at SHL need to have a Swiss Federal Certificate of Competence (EFZ) or another secondary level II qualification, for example the Swiss Matura. If students have already completed a foundation hospitality training and have been awarded a Swiss Federal Certificate of Competence, they may be able to bypass certain semesters or internships. This course is taught fully in German, so fluency in German is another requirement. Students looking to register for our English BSc programme need to have passed the Swiss Matura – or an equivalent qualification – and have an excellent command of English. Students on both courses must be 18 or over and be passionate about pursuing a career within the hospitality sector.

## WHAT MAKES SHL SO SPECIAL?

We pride ourselves on our firm focus on practical and applied training. This means that students learn how to put theory into action properly and profes-

sionally. And this kind of training happens during both the school-based lessons and the workplace internships. In project studies, for example, our students develop feasible, practice-relevant gastronomy and hotel concepts, which they then present to external commissioners in a professional sales pitch.

Personal and social skills are absolutely essential for anyone looking for a successful career in a globalised, multicultural and complex setting. This is where the tailored ‘Concierge Myself’ programme at SHL comes in, as it helps students to tackle day-to-day tasks and challenges on their own initiative with professionalism and confidence.

Furthermore, we are always willing to work alongside a student’s career path by offering flexibility on our courses. This also allows for students to decide where they want to complete all internships.

Finally, there is something really special about our school’s spirit. As the school is relatively small, there is an almost family-like feeling to it. In actual fact, we often refer to the ‘SHL family’ and that obviously extends to all our alumni too.

## EXPERIENCE SHL UP CLOSE!

Are you interested in studying at SHL and would like to receive even more first-hand information? Then register for an online info event or an individual counselling session. ♦

[shl.ch/information-sessions](https://shl.ch/information-sessions)