



Training guidelines

Basic internship – Service

Initial situation

At the Hotel Management School of Thun, the students are predominantly taught academics. The service internship then serves as a platform for the interns to independently fulfill the relevant procedures and duties.

Areas of application

- A la carte service
- banquet & catering service
- Breakfast, room and half/full board dining services

Requirements until graduation

A minimum of 400 working hours in the service area must be logged until graduation.

The service internship is not required if the following applies:

- A corresponding vocational education
- A corresponding internship of a minimum of 6 months in duration
- 1 year of practical experience

Combined internships

Combined internships are possible. Following requirements must be fulfilled:

- The hours worked by the intern must be accounted for and confirmed by the intern's employer.

Possible tasks/activities

- Familiarization and training in service organization as well as in shift scheduling and planning
- Familiarization and hands-on experience with general cleaning and preparation duties
- Gain knowledge of the various styles of service, table settings and service processes
- Create and serve warm and cold beverages
- Participation at pre-service briefings
- Independently run your own station with recommendations of food and beverages
- Set up, cleaning and maintenance procedures of various machines and devices
- Compile information on operational hygiene regulations
- Familiarization with ordering and purchasing procedures (beverages, food, non-food items)
- Provide assistance during inventory (storage, record inventory items)
- Gain insight into event organization
- Gain and apply knowledge to cash handling and accounting system
- Recognize operational goals and strategies of the sales concept
- Explanation of dishwashing set up and organization