



Training guidelines

Practical development junior management – Extended duties/tasks

Initial situation

At the Hotel Management School of Thun, the students are predominantly taught academics. During their internship they then acquire the practical skills in each department to fulfill the procedures and duties at management level.

With guidance from the management team the junior management interns have the opportunity to get to know the relevant tasks and eventually complete these independently. Hereby the interns learn to gauge their self-competence, acquire valuable social skills in professional guest and staff interaction (social competence) as well as improved work methods (professional competence).

Requirements until graduation

- The minimum requirement of hours must be met in the basic areas of front office, service and housekeeping in order to be able to work as an intern in the areas mentioned below.
- The minimum requirement of hours can be acquired in a mixed internship. A confirmation of hours worked in the basic areas must be presented.
- If the minimum requirement of hours is completed the internship can also take place in other areas of a hotel, restaurant, catering or industry-related establishment

Areas of application

- Human resources
- Financial department
- Event management
- Sales / marketing
- Pricing / revenue management
- Assistance general management
- Executive assistance

Possible tasks/activities

Human resources

- Participation at manager meetings
- Scheduling of staff, shift planning
- HR administration
- Interviews
- New hire orientation
- Pay roll

Financial Department

- Accounts receivable
- Accounts payable
- Insight into the accounting department / controlling



Sales / Pricing

- Lead sales negotiations
- Pricing and revenue management
- Collaboration with travel industry affiliates (OTA, travel and tourism agencies, hotel industry affiliates etc.)
- Allotment contracts with tour operators
- Insight in the corporate and price policies in the lodging sector

Marketing

- Support marketing campaigns
- Creation and distribution of mailings
- Newsletter production
- Development of sales tactics and strategies
- Guest data base maintenance (data protection guidelines)
- Lead sales negotiations
- Organize and manage events