



## Training guidelines

### Practical development junior management – Food & Beverage

#### 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).

#### Areas of application

- Restaurant, banquets, catering
- Events, seminars
- F&B duties in combination with housekeeping, front office, sales, marketing, human resources, finances

#### Requirements until graduation

- If the minimum requirement of hours is not met in the basic areas of front office, service and housekeeping, in case of a combined internship, a confirmation of hours worked must be presented.
- If the minimum requirement of hours is completed in the basic areas, the internship can also take place in other areas of a hotel, restaurant, catering or industry-related establishment (see guidelines “Extended tasks / duties junior management”)

#### Possible tasks/activities

- Schedule and manage restaurant service
- Supervise staff and attend to guests
- Assist in the purchasing department, delivery and accountability
- Process in-house orders and distribution
- Inventory and controls
- Assist in establishing the operational budgeting figures
- Evaluate consumption data
- Establish sales statistics
- Verification of delivery slips and cross-check invoices
- Banquets, seminars and catering events: from start to finish; from confirmation, during event to final invoice.
- General administrative duties (including menu creation and lay out)
- Operational cash handling, finances, accounting
- Insight into the corporate policies
- Participation at manager meetings
- Purchasing department