

Guide de l'étudiant en tourisme



Office National du Tourisme



Grand-Duché
de Luxembourg



OFFICE NATIONAL DU TOURISME DEPARTEMENT "FORMATIONS"



B.P. 1001
L – 1010 Luxembourg
www.ont.lu
www.agendalux.lu

Les études en tourisme

Les formations en tourisme sont nombreuses et très variées.

Le présent document présente 49 établissements scolaires dans 14 pays européens, de niveaux et spécialisations différents. Chaque établissement est présenté avec son adresse Internet et un bref descriptif des cours et des orientations. Ces informations sont complémentaires au dossier "carrière Tourisme" édité par le Centre de Documentation et d'Information sur l'Enseignement supérieur. Le département "formations" de l'Office Nationale du Tourisme conseille à chaque candidat de veiller à faire homologuer les titres obtenus à la fin d'une formation par le Ministère de la Culture, de l'Enseignement Supérieur et de la Recherche (L – 2912 Luxembourg).

Plusieurs types de débouchés sont offerts :

- l'hôtellerie avec ses spécialisations : congrès, séminaires, vacances, cures, wellness, enfants, troisième âge, etc...
- les organisateurs de voyages : société incoming, autocaristes, tour opérateurs, event-organizers, organisateurs de congrès ou de voyages incentives
- les agences de voyages, les clubs vacances
- les compagnies aériennes et ferroviaires
- les "destinations managers" : ils créent des produits touristiques à la base afin de les offrir aux revendeurs et organisateurs de voyages, ils assurent la promotion touristique d'une destination, organisent des manifestations, assurent des visites guidées dans les musées, villes, etc...

Profil du candidat en tourisme

L'exercice d'une fonction touristique exige de la part du candidat :

- d'excellentes connaissances linguistiques
- un engagement sans faille
- la facilité des contacts humains et un caractère stable
- une bonne santé
- une disponibilité pour travailler à des horaires et jours au-delà des rythmes ordinaires

Les formations touristiques permettent souvent d'assumer des fonctions de "relations publiques" dans des secteurs autres que le tourisme. Néanmoins, le candidat formé en tourisme entre en concurrence directe avec ceux ayant suivi une formation directe en communication, langues, droit, économie.

Si les formations (Bac+2, Bac+3) donnent lieu à des fonctions généralement rémunérées au niveau du baccalauréat, elles permettent toutefois :

- d'accéder plus facilement à la profession (un atout pour être sélectionné)
- d'accéder plus rapidement à des postes à responsabilités (carrière interne)

- de disposer de plus de connaissances et d'expériences pour accéder à une profession libérale dans le tourisme

Stages

L'Office Nationale du Tourisme (ONT) admet en stage (non rémunéré) des étudiants en tourisme et de relations publiques pour des durées d'au moins 2 mois. Une convention sera signée à cet effet avec l'école du candidat. Un certificat sera remis au stagiaire à la fin de son stage. Le contenu du stage sera fixé par le/la stagiaire, son école et l'ONT.

Autres adresses :

<p><i>Centre de Documentation et d'Information sur L'Enseignement supérieur</i> 280, route de Longwy L – 1940 Luxembourg www.cpos.lu www.cedies.lu</p>	<p><i>Office Nationale du Tourisme</i> 68-70, boulevard de la Pétrusse B.P. 1001 L-1010 Luxembourg www.ont.lu www.agendalux.lu</p>
<p><i>Ministère des Classes Moyennes, du Tourisme et du Logement</i> 6, avenue Emile Reuter L – 2937 Luxembourg www.mdt.public.lu</p>	<p><i>Luxembourg City Tourist Office</i> Place d'Armes B.P. 181 L – 2011 Luxembourg www.lcto.lu</p>

La profession

Dans le domaine du tourisme, on distingue plusieurs professions différentes dont les plus courantes sont l'agent de comptoir, le forfaitiste ou encore le guide-interprète.

La tâche de l'agent de comptoir est d'accueillir et d'orienter le client dans son choix. Après avoir renseigné le client sur les choix possibles, il l'oriente sur le produit le mieux adaptés à ses goûts et à son budget : Ensuite il doit se charger de la réservation, vérifier la conformité du contenu du carnet de voyage confectionné par le voyageur avec la demande du client. Le suivi des dossiers, la documentation ainsi que les réponses au courrier font également partie de son travail.

Le forfaitiste met au point ou fait évaluer un voyage organisé, appelé « forfait », en assure le montage financier et l'organisation. Il procède par étapes pour monter et vendre son produit, autrement dit, il choisit les hôtels les plus appropriés, il établit le circuit adapté et détermine les sites à visiter. Aussi doit-il établir le texte descriptif du voyage et mettre en page la maquette publicitaire qui sortira dans les catalogues.

Le guide-interprète est un agent chargé de guider des groupes de touristes, de commenter les visites de monuments, musées et sites historiques. Ces commentaires doivent être faits dans la langue du groupe concerné. Il doit donc préparer sa visite puis la conduire de façon différente selon l'âge du public, son niveau culturel, sa nationalité. Ainsi, il convient de s'adapter à la demande. En plus des connaissances culturelles, le guide doit pouvoir dispenser d'informations pratiques, telles que les heures d'ouverture des magasins, ou encore les spécialités gastronomiques des restaurants locaux. Il faut ajouter que l'activité du guide-interprète s'exerce souvent de manière saisonnière et dépend beaucoup des conditions économiques et politiques.

Champs d'activité

La grande majorité des emplois se situent auprès des entreprises privées (agences de voyage, Luxair, ...) mais aussi dans les syndicats ou offices locaux. D'autre part, il ne faut pas oublier que certaines possibilités d'emploi peuvent exister à l'étranger.

Les professions proches

Hôtelier, restaurateur

Les aptitudes requises

L'agent de comptoir doit non seulement avoir le sens de l'accueil, de la vente ainsi que des connaissances techniques, mais aussi assurer une bonne représentation. La pratique de plusieurs langues étrangères est généralement souhaitée à l'embauche.

Le forfaitiste doit savoir négocier un délai, un tarif, une prestation, discuter avec les clients, or tout cela demande des qualités de communication et de dialogue, ainsi que des qualités commerciales. La profession du guide-interprète requiert non seulement une formation linguistique, artistique et historique, mais également une grande adaptabilité aux conditions de travail et à la clientèle. En outre, il doit montrer une grande disponibilité et aimer les déplacements fréquents, les contacts humains. Une inlassable patience est indispensable, face aux différents publics qu'il accompagne et dont il doit retenir l'attention.

Les spécialisations

Bien qu'une formation universitaire en tourisme soit possible, celle-ci est plutôt défavorable, dû aux nombreux concurrents formés à un niveau plus pratique et moins rémunérés. En outre, la législation ne reconnaît guère la carrière en tourisme au niveau universitaire.

Exercer au Luxembourg

Le Luxembourg n'offre que des possibilités de travail relativement limités aux titulaires d'une qualification supérieure (de niveau Bac+2, Bac+3) en tourisme. Ces postes de travail peuvent exister dans les agences de tourisme (attention aux concurrents moins formés et donc moins rémunérés !), les communes ou syndicats de communes (Luxembourg City Tourist Office, Naturpark « Obersauer »...), l'Office Nationale du Tourisme (ONT), le Ministère du Tourisme, certains grands hôtels. D'une façon générale, les rémunérations ne sont pas adaptées à la qualification reçue (généralement rémunération au niveau du baccalauréat). Des possibilités de se mettre à son propre compte existent également (agences de voyage, incoming agencies). Pour les universitaires, les débouchés semblent encore plus limités. A l'heure actuelle, une dizaine d'universitaires travaillent dans ce domaine (ONT, Ministère du Tourisme, Luxembourg City Office). Des formations universitaires en tourisme sont plutôt à déconseiller en ce qui concerne les possibilités d'emploi au Luxembourg. Par contre, il est possible d'accéder au domaine du tourisme avec des formations de type « Langues Etrangères Appliquées » avec en plus éventuellement une formation complémentaire en tourisme.

Extrait de : Dossier carrière Tourisme, édité par le Centre de Documentation et d'Information sur l'Enseignement Supérieur (CEDIES), p.5-7.

Austria



Institut für Sozial – und Wirtschaftsgeschichte der Johannes Kepler Universität

Altenberger Strasse 69

A – 4040 Linz

Tél : 00.43.0732/2468.8845

fax : 00.43.0732/2468.8532

www.uni-linz.ac.at

Ein wichtiges Ausbildungsziel besteht in der Vermittlung praxisrelevanter Kenntnisse des Tourismusmanagements.

Institut für Tourismus und Freizeitwirtschaft Wirtschaftsuniversität Wien

Augasse 2-6

A – 1090 Vienna

Tél : 00.43.(1).317.12.05

www.wu-wien.ac.at

E-mail : tourism@wu-wien.ac.at

Lehrinhalte :

- Eine solide betriebswirtschaftliche Grundausbildung für die Arbeit in Tourismus – und Freizeitbetrieben bzw. –organisationen
- Ausbildung in modernen Managementtechniken und Soft Skills
- Die Einsatzmöglichkeiten von modernen Medien im Tourismusmarketing, in der Kommunikation und in der Öffentlichkeitsarbeit am globalen Tourismusmarkt.
- Umwelt - und juristische Aspekte oder touristische Sonderformen wie Gesundheits-, Sport- und Weintourismus oder Eventmanagement.

Institute of Tourism and Hotel Management Klessheim

Klessheimer Straße 22

5071 Wals-Siezenheim

Austria

Tél : 00.43 (0) 662.851.263.11

Fax : 00.43 (0) 662.851.263.25

www.ith.sts.ac.at

E-mail : ith@sts.ac.at

All courses of The Institute of Tourism and Hotel Management are conducted in English.

The school offers 2 specialisations :

- Hospitality Management Module

The courses focus on the various aspects of the Hospitality Industry, from Food and Beverage Management to Front Office Operations and Hotel Marketing.

- Tourism Marketing and Travel Agency Management Module

The courses give students the necessary skills which deal with destination management, aspects of sustainable tourism as well as strategies for tourism organisations.

Belgium



Haute Ecole Roi Baudoin ISFEC

Rue de Belle-Vue, 32

7100 La Louvière

Tél : 00.32.64.23.76.23

Fax : 00.32.64.23.76.33

www.isfec.be

E-mail : isfec@herb.be

Tout en donnant les fondements théoriques nécessaires, les cours privilégient la pratique. Ils sont d'ailleurs complétés par des stages, conférences, visites, voyages d'études et séminaires.

Les étudiants disposent de 2 options :

- l'option gestion qui s'articule autour de 3 pôles :
 - économique
 - linguistique
 - informatique
- l'option animation qui s'articule autour de 3 concepts :
 - animation des loisirs
 - aspect linguistique
 - aspect socio-touristique

Haute Ecole Lucia de Brouckère Institut Arthur Haulot

Avenue Emile Gryzon, 1

Bâtiment 4C

B -1070 Bruxelles

Tél : 00.32.2.526.74.36

www.iah.be

E-mail : info@iah.be

L'Institut Arthur Haulot propose une formation menant à un Graduat en Tourisme option Gestion ou Animation. Le cursus s'étend sur 3 ans.

Les objectifs de la section Tourisme sont les suivants :

- concevoir, organiser, distribuer des voyages d'affaires ou d'agrément ;
- sélectionner et proposer aux voyageurs les moyens de transport et d'hébergement adaptés à leur demande ;
- créer et animer les loisirs sur leur lieu de destination.

Université Libre de Bruxelles (ULB)
Institut de Gestion de l'Environnement et d'Aménagement du Territoire (IGEAT)

CP 130/02

Av. F.D. Roosevelt, 50

B – 1050 Bruxelles

Belgique

Tél : 00.32.2.6504323

Fax : 00.32.2.6504324

www.ulb.ac.be

E-mail : igeat@admin.ulb.ac.be

L'Université Libre de Belgique propose depuis 1995 un enseignement de second cycle universitaire en tourisme.

Elle est la seule université belge francophone à offrir cette formation.

La licence en Tourisme vise tout autant à répondre aux exigences de qualification qu'implique la gestion commerciale de ce secteur à un niveau élevé de responsabilité, qu'à former à la prise en compte, par le secteur touristique du patrimoine, des cultures locales et de l'environnement, dans les règles d'un bon aménagement du territoire.

Institut Supérieur de Tourisme Charles Peguy

33 Champ Vallée, Parking 107

Quartier de l'Hocaille

1348 Louvain-la-Neuve

Belgique

Tél : 00.32.10.45.11.18

Fax : 00.32.10.45.11.18

www.charlespeguy.be

E-mail : info@charlespeguy.be

Les enseignements proposés ont pour but de développer la polyvalence des étudiants, qualité essentielle aux métiers du Tourisme.

Le programme comprend les cours suivants:

- connaissances linguistiques
- culture générale
- techniques de tarification
- connaissance des produits touristiques des T.O.
- vente, marketing, communication
- comptabilité, informatique (Word, Excel, Access...)

Haute Ecole Galilée

ISALT

Avenue d'Auderghem, 77

1040 Bruxelles

Tél : 00.32.2.231.01.00

Fax : 00.32.2.230.24.60

www.galilee.be

E-mail : ecsed-i-salt@galilee.be

L'Institut propose une formation supérieure d'une durée de 3 ans. Outre le multilinguisme et la maîtrise des outils informatiques, les enseignements visent à développer le savoir-être des étudiants dans les relations humaines, un savoir-faire en matière de gestion, d'organisation et d'animation et enfin des connaissances en rapport avec les pratiques

professionnelles : droit du tourisme, géographie touristique, culture artistique...

L'objectif principal étant d'acquérir une bonne culture générale, les cours sont donc diversifiés (psychologie, bureautique, anthropologie, marketing, communication audiovisuelle...).

Haute Ecole Charlemagne

Enseignement Supérieur

Implantation des Rivageois

Rue des Rivageois 6

4000 Liège

Belgique

Tél : 00.32.4.254.7600

Fax : 00.32.4.254.7620

www.lesrivageois.be

E-mail : lesrivageois@hecharlemagne.be

L'Institut Les Rivageois offre la possibilité de poursuivre des Formations Economiques d'une durée de 3 ans dont l'une mène aux métiers du Tourisme.

Le Bachelier en Tourisme alterne théorie et pratique notamment grâce à la présence de stages obligatoires. Les étudiants disposent de 2 options :

- Bachelier en Tourisme option gestion

Le programme comprend les cours suivants :

- gestion
- comptabilité
- marketing
- géographie du tourisme
- politique des transports...

A l'issue du cursus, l'étudiant se chargera essentiellement de la diffusion d'informations et de l'exécution de travaux administratifs dans les agences de voyage.

- Bachelier en Tourisme option animation

Cette spécialité regroupe des cours tels que :

- relations humaines
- animation
- techniques de communication
- anthropologie ...

Les jeunes diplômés mettront leurs compétences au service des clubs de vacances, centres culturels...

Croatia



Graduate School of Economics and Business (GSEB)

Department of Tourism

Trg J.F. Kennedy 6

10000 Zagreb

Croatia

Tél : 385.1.238.3333

Fax : 385.1.233.5633

www.efzg.hr

E-mail : ljsadzak@efzg.hr

The program is based on 2 levels :

- undergraduate study program :
 - the 3-year study program for the **Associate Degree** offers students an opportunity to specialize in Tourism Operations.
 - the 4-year study program for the **Bachelor's Degree** allows students who have passed the General Business courses at the 1st and 2nd year, to choose Tourism as their major.
- postgraduate study program :
 - the 2-year **Master's Degree** study program entitled "International Tourism in National Economy" is offered to students who have completed the 4-year undergraduate program.
 - the 3-year **Doctoral** program consists of 5 common business courses and 3 courses in Tourism taken in the 1st semester.

Cyprus



College of Tourism and Hotel Management - Nicosia

79 Aglantzias Avenue
2107 Aglantzia - Nicosia
Cyprus

Tél : 00.357.22.462.846

Fax : 00.357.22.336.295

www.cothm.ac.cy

E-mail : cothm@spidernet.com.cy

The college offers 6 different programs :

- The **Travel and Tourism Administration** program lasts 2 years and leads to the Diploma in Travel and Tourism Administration. It is designed to prepare students to supervisory level positions in travel agencies, airlines and similar tourism-related enterprises.
- The **Hotel Administration** program lasts 3 years and leads to the Higher Diploma in Hotel Administration. Its aim is to train young people to assume supervisory level positions in the local and international Hospitality Industry.
- The **Hospitality Management** program is a 1-year top-up program leading to the Bachelor of Arts Degree in Hospitality Management. The aim of the program is to train students to assume managerial level positions in the hospitality or other business sectors.
- The **International Business Studies** program is a 4-year program leading to the Bachelor of Arts Degree in International Business Studies. The aim is to offer students a solid foundation in the concepts and skills of international management.
- The **Shipping and Logistics** program aims at offering students a solid foundation in the concepts and skills of international management and to train them in the key skills of shipping and logistics management.
- The **Information Technology** program lasts 4 years and leads to the Bachelor of Science Degree in Information technology. It offers a blend of knowledge and experience in strategic planning, developing, using and managing computer information systems.

The CTL College

Department of Hospitality and Tourism

P.O. Box 51938

3509 Limassol

Cyprus

Tél : 00.357.25.736.501

Fax : 00.357.25.736.629

www.ctleuro.ac.cy

E-mail : college@ctleuro.ac.cy

The Travel and Tourism Management Diploma can be completed in 2 years. The program aims at providing students with theoretical and practical education. It includes courses such as :

- business communications
- mathematics
- travel geography
- tourism planning and development
- marketing and tourism
- law and tourism
- consumer behaviour...

Intercollege School of Business

Department of Hospitality and Tourism
46, Makedmitissas Ave.,
P.O. Box 24005
1700 Nicosia
Cyprus
Tél : 00.357.22.841.500
Fax : 00.357.22.357.481
www.intercol.edu
E-mail : admission-nic@intercol.edu

The Department of Hospitality and Tourism offers the following programs of study :

- Hospitality Management (Diploma, Bachelor)
- Travel and Tourism Management (Diploma)
- Hotel and Tourism Management (Diploma, Bachelor)
- Culinary Arts (Diploma)

Besides standard classroom theory, the programs cover guest lecturers, field trips, laboratory sessions and practical training.

Cyprus College The Ioannis Gregorian School of Business

6, diogenes street, engomi
P.O. Box 22006
1516 Nicosia
Cyprus
Tél : 00.357.22.71.3000
Fax : 00.357.22.662.051
www.cycollege.ac.cy
E-mail : savvides@cycollege.ac.cy

The school offers 3 different programs related to Hospitality and Tourism Management :

- Hospitality Management (Bachelor Degree)

This program is professionally oriented. Students who complete the curriculum are prepared to be leaders and decision makers in the Hospitality Industry.

The program includes courses such as :

- principles and practices of tourism
- food and beverage operations...
- Certificate in Travel and Tourism (1 year)

Holders of the Certificate in Travel and Tourism are qualified to be placed in positions of responsibility in areas such as travel agencies, airlines, tourist organisations, tour operations and hotels. The subjects taught are :

- computer applications for tourism
- travel and tourism
- travel geography...

- Travel and Tourism Diploma

This Diploma can be completed in 2 years after the Certificate in Travel and Tourism.

The program includes courses such as :

- introduction to business
- leisure, recreation and tourism management
- tour operations
- business communication
- marketing fit the travel and tourism industry...

Czech Republic



Hotel School College of Hotel Management

Komenského 156/ III
290 60 Poděbrady
Tél : 00.420.325.612.540
Fax : 00.420.325.614.292
www.hsvos.cz
E-mail : info@hsvos.cz

Length of study : 4 years

The study is aimed to the preparation of secondary educated specialists for the branch of Hotel Management and Tourist Industry.

Compulsory subjects :

- Czech language and literature
- 1st foreign language
- 2nd foreign language
- Civics
- History
- Science
- Maths
- Computing
- Geography of tourism
- Physical education
- Economics
- Management and Marketing
- Accounting
- Law
- Technology of preparing the meals
- Serving the meals
- Healthy nutrition
- Typing
- Business Correspondence
- Travel Industry
- Hotel Management
- Practical training

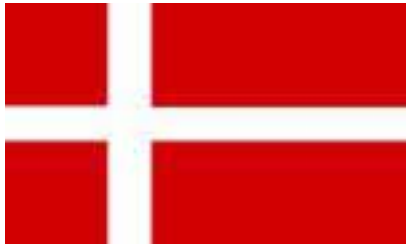
College of Tourism, Hotel and Spa Hospitality, Ltd

Senovážné náměstí 23
110 000 Praha 1
Czech Republic
Tél : 00.420.224.14.26.85
Fax : 00.420.224.14.26.85
www.vscrhl.cz

E-mail : info@vscrhl.cz

- || The College provides its students a 3 year Bachelor Program called "Economics and Management" which is divided into 2 branches :
- Hotel, Gastronomical Facility and Spa Management
 - Tourism Industry Management

Denmark



Selandia

Bredahlsgade 1

DK - 42000 Slagelse

Denmark

Tél : 00.45.58.56.70.00

www.selandia-ceu.dk

E-mail : selandia@selandia-ceu.dk

For a number of years Selandia College has conducted various international courses. The course Hotel and Tourism is one of these international courses. The overall objective is to upgrade the course participants' qualifications within the following fields :

- Tourism and Service Standards
- Communication
- Management, organisation, economics
- Hotel Services and functions regarding work in the reception and catering to international guests
- Basic Pedagogics

Estonia



Estonian - American Business College

Punane 29

13611 Tallinn

Estonia

Tél : 372.60.54.104

Fax : 372.63.34.719

www.eabc.edu.ee

E-mail : inna.jegorov@eabc.edu.ee

The Business Administration Program is divided into 5 parts :

- Management
- International Economic Relations
- International Tourism Industry Administration
- International Management
- Public Relations

The International Tourism Management includes courses such as :

- higher mathematics
- business contacts and diplomatic protocol
- logic and psychology
- english
- geography of international tourism
- computer science
- office work in tourism management
- law
- hotel business
- international tourism marketing ...

University of Tartu Pärnu College

Division of Tourism and Hotel Management

Ringi 35

80010 Pärnu

Estonia

Tél : 372.44.50.520

Fax : 372.44.50.530

www.pc.ut.ee

E-mail : info@pc.ut.ee

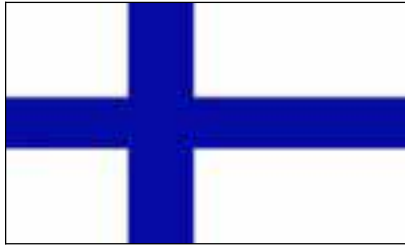
The division of Tourism and Hotel Management was established in 1997.

Students are offered applied higher education in Tourism and Hotel Management. The program aims at educating specialists for travel

agencies and accomodation institutions, businesses in related areas and tourism officials for the public sector.

In cooperation with the Faculty of Biology and Geography of Tartu University, the Master Program in Tourism Geography was developped in 2004.

Finland



Pirkanmaa Polytechnic

Business School, Ikaalinen
Kyröselänkatu 5
39500 Ikaalinen
Tél : 00.358.3.245.2600
Fax : 00.358.3.245.2601
www.piramk.fi
E-mail : ikaalinen@piramk.fi

The objective of the Degree Programme in Tourism is to provide the student with expertise in tourism so that he can work as an independent entrepreneur in travel and tourism sector, or in demanding tasks in various tourism enterprises in the customer service as well as supervisory posts in both domestic and foreign working environments.

Haaga Institute

Pajuniityntie 11
00320 Helsinki
Tél : 00.358 (09) 580.78.390
Fax : 00.358 (09) 580.78.300
www.haaga.fi
E-mail: monimuoto@haaga.fi

The Institute offers a Degree Programme in Hotel, Restaurant and Tourism Management.

The objective of the Bachelor Programme is to make students able to process ideas on a theoretical level and apply this knowledge independently and creatively in different situations related to the hotel, restaurant and tourism business in order to improve the operation. The second goal is to give them the necessary qualifications for supervisory, managerial, consulting, planning and development positions in the industry.

The key studies of the areas are :

- professional studies :
 - food and beverage management
 - accomodation management
 - tourism management
- business studies :
 - accounting
 - law
 - marketing and human ressources management
- communication studies :
 - languages

|| - computing skills...

Helia Porvoo -Borgä

Opistokuja 1

06100 Porvoo

Tél : 00.358 (0) 9.14.89.06.61

Fax : 00.358. (0) 9.14.89.06.60

www.helia.fi

E-mail : opintotoimisto.porvoo@helia.fi

|| Helia, situated in Helsinki, is the largest Business Polytechnic in Finland. It offers degree programs in business management, information technology, journalism, tourism and management assistant training.

The Degree Program in Tourism is taught in English. It takes 3.5 years to complete it. The studies lead to the Bachelor of International Tourism Management.

The first year studies give the students an understanding of the basic business operations and business travel in today's world and prepare for work as travel agent or sales clerk in a transport company.

The second year studies provide the students with an overview of the procedures of business travel.

The third year studies focus on management and planning.

Paviljonki

Tourism, Catering and homeeconomics

Rajalahdenkatu 4

57200 Savonlinna

Tél : 00.358 (15) 550.6302

Fax : 00.358 (15) 550.6330

www.sln-ami.fi

E-mail : paviljonki@sln-ami.fi

|| Paviljonki offers training in the lines of Tourism, catering and Industrial Economics that qualify for work as hotel receptionist, restaurant cook, waiter/waitress and cook in institutional catering. Students can complete the following qualifications :

- Study Programme in Institutional Food Production, Cook, Institutional Catering

Hotel and Restaurant Services

- Study Programme in Restaurant Meal Production, Restaurant Cook
- Study Programme in Restaurant Services, Waiter/Waitress
- Study Programme in Hotel Services, Hotel Receptionist

Tourism Industry

- Study Programme in Tourism Activities Services, Tourism Service Provider
- Study Programme in Tourism Sales and Information Services, Tourist Trade Clerk

Adult Education

- Specialist Qualification of Dietary Cook
- Further Qualification of Cook
- Specialist Qualification of Hotel, restaurant and Catering Service Manager

**Laurea Polytechnic
Tuusulanjvi Institute**

Sibelinksenväylä 55 A
04400 Järvenpää
Tél : 00.358.20.5787.913

www.laurea.fi

E-mail : mari.syrjapalo@laurea.fi

The studies in Hospitality Management are based on 3 specialisations :

- Hotel and restaurant management
- Service management
- Tourism

As far as tourism studies are concerned, the courses focus on the various services within the tourism sector together with business management including city tourism, rural tourism, business tourism and cultural tourism. The students learn how to develop, market and implement tourism products.

North Karelia Polytechnic

Tikkarinne 9
80200 Joensuu
Tél : 00.358.13.260.6404
Fax : 00.358.13.260.6401

www.ncp.fi

E-mail : opintotoimisto@ncp.fi

North Karelia Polytechnic has 7 fields of study, one of them is : "Tourism, Catering and Domestic Services".

The degree program in Tourism is taught in English and leads to a Bachelor of Tourism and Catering Degree. The education takes 3.5 years. The objective is to provide students with the necessary skills to become professional experts or entrepreneurs in the Tourism Industry. The program will help the students to develop a comprehension overview of Tourism, Catering and Domestic Services and an ability to produce, implement, sell, market and manage services.

Satakunta Polytechnic

Tiedepuisto 3
28600 Pori
Tél : 00.358.2.620.3000
Fax : 00.358.2.620.3030

www.samk.fi

E-mail : int.kesy@samk.fi

Satakunta Polytechnic offers a great number of courses in English for foreign students. One of them is "Sociology of Tourism". The students learn to understand psycho-sociological behaviour of tourists and aspects of the economic, physical and social impacts of tourism on the micro-level.

The economic chapter is concerned with the effects of Tourism on natural and man-modified environments. And the social parts looks at the effects of Tourism on traditional lifestyles and erosion of cultural heritages.

University of Lapland

P.O. Box

96101 Rovaniemi

Tél : 00.358.16.341.341

Fax : 00.358.16.341.2207

www.ulapland.fi

E-mail : tiedotus@ulapland.fi

The main language of instruction is obviously Finnish. But the University of Lapland also offers several courses in English for exchange students. The Faculty of Business and Tourism is based on 4 different programs :

- Accounting
- Management
- Marketing
- Tourism studies

Tourism studies program counts 5 main courses :

- Destination marketing management
- Regional issues on Tourism
- Leisure studies
- Writing project on Tourism based on a classic of social thought
- Special themes in the cultural studies of Tourism.

Rovaniemi Polytechnic

Jokiväylä 11 C

96300 Rovaniemi

Tél : 00.358.16.331.3366

Fax : 00.358.16.331.3328

www.ramk.fi

E-mail : polytechnic@ramk.fi

Rovaniemi Polytechnic offers degree programs, specialisation studies and individual courses in English.

In the field of Tourism, the school offers for instance a course called "Marketing of Tourism Services". The students will be taught basic marketing decisions in Tourism including product and service decisions, product development and price decisions.

Another course available in English called "Travel Agency" aims at giving students the necessary skills to work and manage a Travel Agency.

Vaasa Polytechnic

Business Economics and Tourism

Raastuvankatu 31

65100 Vaasa

Tél : 00.358.6.326.3111

Fax : 00.358.6.326.3512

www.puv.fi

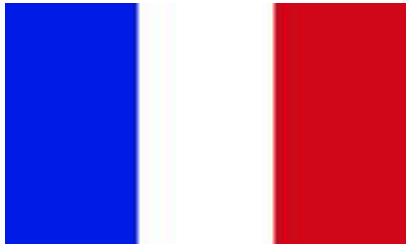
E-mail : bet-info@puv.fi

Vaasa Polytechnic is a multi-field and international institution providing higher education and research services within Technology and Communication, Business Economics and Tourism as well as Health Care and Social Services.

|| Languages of instruction at the Institute are Finnish, Swedish, English and German.

|| Onls one course related to Tourism is available but this one is taught in English, Finnish and Swedish. The course called "Hotel and Restaurant Business" leads to a Bachelor of Hospitality Management.

France



Université de Toulouse – Le Mirail Toulouse II

Département CETIA

5, allées Antonio Machado

31058 Toulouse Cedex 9

Tél : 00.33.05.61.50.42.30

Fax : 00.33.05.61.50.42.09

www.univ-tlse2.fr

E-mail : cetia@univ-tlse2.fr

Le **CETIA** (Centre d'Etude du Tourisme et des Industries de l'Accueil) propose un cursus universitaire classique comprenant divers options. Le but de la formation est de former des cadres supérieurs à travers les enseignements proposés tels que :

- DESS Sciences Sociales appliquées à l'alimentation
- DESS Industrie du Tourisme
- DNGIN (Diplôme National de Guide-Interprète National)

Université d'Angers

Département IMIS-ESTHUA

7, allée François Mitterrand

BP 40455

49004 Angers

Tél : 00.33.02.41.96.21.99

Fax : 00.33.02.41.96.22.00

www.univ-angers.fr

Créé en 1982, l'ESTHUA (Etudes Supérieures de Tourisme et d'Hôtellerie de l'Université d'Angers) forme des cadres dans les domaines de l'ingénierie et du management des services. Les cours s'articulent autour de différents pôles :

- pôle tourisme - hôtellerie
- pôle bâtiment et maintenance immobilière
- pôle sports et loisirs
- pôle services
- pôle alimentation - restauration
- pôle patrimoine, mode et culture
- pôle sécurité

Ecole Internationale TUNON

164, rue du Faubourg St-Honoré

75008 Paris

Tél : 00.33.01.43.59.80.00
Fax : 00.33.01.42.89.34.59
www.ecoletunon.com
E-mail : paris@ecoletunon.com

C'est une école d'enseignement technique privé. Elle forme ses étudiants aux métiers du voyage et de la communication. Les formations proposées sont les suivantes :

- hôte, hôtesse
- assistant
- chargé de promotion touristique et commerciale
- réception, hôtellerie...

Université Marnes-la-Vallée Cité Descartes

5, Boulevard Descartes
Champs sur Marne
77454 Marne la Vallée Cedex 2
Tél : 00.33.01.60.95.75.00
Fax : 00.33.01.60.95.75.75
www.univ-mlv.fr

L'Université propose une licence mention Ingénierie de l'information et Management des services avec une spécialité métiers du transport, de l'hôtellerie, du tourisme et des loisirs. Les enseignements reposent sur un rythme intensif de cours et une logique de professionnalisation (stage...). La formation vise à faciliter chez les étudiants la compréhension globale et concrète des réalités du tourisme, à développer des capacités d'analyse et de réflexion et à acquérir des outils de management et de marketing.

Lycée Colbert

20, rue Louis Jouvét
69372 Lyon Cedex 08
Tél : 00.33.04.78.00.85.59
Fax : 00.33.04.78.77.64.94 ou 00.33.04.72.78.54.35
www2.ac-lyon.fr/etab/lycees/lyc-69/colbert/homepage.html
E-mail : lycee.colbert@ac-lyon.fr

Le lycée propose un BTS Tourisme dont les enseignements visent à donner une solide culture générale, à développer les capacités à communiquer.

La 1^{ère} année consiste en une formation commune professionnelle des activités du tourisme et des loisirs.

En 2^{ème} année, les étudiants doivent choisir entre l'une des deux options suivantes :

- conception - commercialisation
- accueil - animation professionnelle

Lycée Jean Monnet

Rue de Malbosq
BP 7045
34088 Montpellier Cedex 04
Tél : 00.33.04.67.10.36.00
www.jmonnet-bts.com
E-mail : ce.0341736c@ac-montpellier.fr

jmonnet@club-internet.fr

L'Institut offre la possibilité de poursuivre des études en BTS Tourisme. Un nombre important d'heures est consacré à l'enseignement de l'expression française, des langues étrangères, de la culture historique et géographique... Les étudiants participent à des voyages d'études, congrès, séminaires... Un stage à l'étranger leur est également imposé.

Lycée Technique d'Hôtellerie et de Tourisme de Toulouse

1, rue de l'Abbé Jules Lemire

BP 3131

31026 Toulouse

Tél : 00.33.05.34.50.10.10

Fax : 00.33.05.34.50.10.11

www.pedagogie.ac-toulouse.fr/lyc-hotellerie-tourisme-toulouse

Le lycée offre la possibilité de suivre un BTS Tourisme option ventes et productions touristiques. La formation porte sur les stratégies touristiques, la production et la vente. Elle comprend également de l'économie, de la géographie appliquée au tourisme, de l'histoire de la civilisation et des langues vivantes.

Germany



Fachhochschule Kempten

Immenstädter Straße 69

D - 87435 Kempten

Tél : 00.49 (0) 831.25.230

Fax : 00.49 (0) 831.2523.104

www.fh-kempten.de

E-mail : post@fh-kempten.de

Jeden Schüler hat zwei Studienschwerpunkte zu wählen :

Die Lehrveranstaltungen sollen überwiegend teilnehmeraktiv durch Einbeziehung von Projektarbeiten, Fallstudien, Planspielen, Gruppenpräsentationen etc. gestalten werden.

Diplom-Betriebswirte (FH) of the degree course Tourism and Hospitality Management will find interesting fields of activity in the management of various kinds of businesses, especially in the tourism, hotel and catering sector. Compulsory units are :

- strategic management
- International Tourism and Economic Politics
- Complementary Units to Final Project/Dissertation
- General Electives
- Special Business Electives
- Controlling Management
- Information Management
- Tourism Law
- Tourism Management
- French or Spanish Tourism Terminology and Areas Studies
- Complementary Units to Work Placement
- Work Placement

RWTH Aachen

Geographisches Institut

Templergraben 55

D - 52056 Aachen

Tél : 00.49 (0) 241.801

Fax : 00.49 (0) 241.80.92.312

www.rwth-aachen.de

E-mail : web-pages@geo.rwth-aachen.de

Studienfach : "Geographie"

Schwerpunkt : "Geoökologie/Umweltwissenschaften"

Schwerpunkt : "Fremdenverkehr und Tourismus"

In the Institute of Geography, students have the choice between 2 specializations :

- geology / environmental sciences
- tourism

The study of geography with a specialization in tourism is divided into :

- basic course : lectures, seminars and field trips providing a natural-cultural-, and economic geographic equipping as well as the development of spaces of the earth
- main course : lectures, seminars, practical training and project studies dealing with current regional structures and problems of tourism.

FH Harz

Friedrichstraße 57-59

D -38855 Wernigerode

Tél : 00.49 (0) 3943.659.0

www.fh-harz.de

E-mail : info@hs-harz.de

Studien der Fachhochschule Harz :

- Unternehmensführung/Personal
- Marketing
- Touristik Management
- Management
- Tourismusbetriebe
- Management von Destinationen
- Reiseveranstaltermanagement
- Controlling/Finanzierung
- Management von Verkehrsträgern
- Marktforschung im Tourismus
- Hotelmanagement
- Freizeitverhalten und Tourismus
- Kultur und Naturgeographie/Intern.Tourismus
- Hotel und Kongreßmanagement
- Grundlagen der Tourismusverwaltung
- Recht im Tourismus
- Zielgruppen und Thementourismus

Europäisches Tourismus Institut GmbH

An der Universität Trier

- Palais Kesselstatt -

Liebfrauenstrasse 9

D - 54290 Trier

Tél : 00.49 (0) 651.978.660

Fax : 00.49 (0) 651.978.66.18

www.eti.de

E-mail : info@eti.de

Zu den bisherigen Arbeitsschwerpunkten des Instituts zählten u. a. :

- die umfassende Analyse der Tourismusorganisationen im Grenzraum
- die Entwicklung innovativer Konzepte zur grenzübergreifenden Zusammenarbeit im Tourismus (z. B. Tourismuskonzept "Europäisches Tal der Mosel")
- die Moderation und Unterstützung bei der Umsetzung touristischer Entwicklungskonzepte im Grenzraum Deutschland - Luxemburg - Belgien

- die Erarbeitung von Marktstudien für Auftraggeber in zahlreichen europäischen Ländern (Belgien, Luxemburg, Schweiz, Österreich, Polen)
- die Erarbeitung praxisnaher touristischer Entwicklungskonzepte für Ministerien sowie für kommunale und regionale Auftraggeber
- die Intensivierung des internationalen Erfahrungsaustauschs in unterschiedlichen touristischen Marktsegmenten (Fahrradtourismus, Urlaub auf dem Bauernhof, Golftourismus...)
- die Verbesserung der grenzüberschreitenden Information für Touristen (z. B. Kulturführer).

FH Heilbronn

Max Planck Str. 39

D -74081 Heilbronn

Tél : 00.49.07.131./504-0

Fax : 00.49.07.131/252.470

www.fh-heilbronn.de

Tourism Management includes courses such as :

- Tourism Economics
- Civil law
- Computing
- Marketing
- Tour Operator Management ...

Studieninhalte :

Im Hauptstudium werden zunächst die betriebswirtschaftlichen, volkswirtschaftlichen, rechtlichen und touristischen Kenntnisse vertieft.

Darüber hinaus wählen die Studierenden drei Major : Der Tourism Major ist wählen aus den Fachgebieten

- Reisewirtschaft
- Incoming
- Hotelbetriebswirtschaft

Den Business Major wählen die Studierenden aus den Fachgebieten

- Marketing
- Rechnungswesen/Controlling
- Internationales Management
- Wirtschaftsinformatik

Berufsakademie Ravensburg

Tourismusbetriebswirtschaft I

Postfach 1169

88181 Ravensburg

www.ba-ravensburg.de/~tb1

E-mail : mundt@ba-ravensburg.de

Business studies with tourism.

The subject is currently taught in co-operation with companies and other organisations in 4 different areas :

- Tour Operating and Travel Retailing Management
- Hospitality Management A (holiday hotels, resorts and clubs)
- Destination Management and Spa Operations
- Hospitality Management B (city/business hotels)

Tourismuswirtschaftliche Fächer :

- Allgemeine Tourismuslehre

- Reiseverkehrslehre (Bahn-, Bus-, Schiffs und Flugreisen)
- Tourismusmarketing
- Kur und Bäderwirtschaft
- Tourismus und Verkehrsgeographie
- Kostenrechnung und Kalkulation in Tourismusbetrieben
- Reiserecht

Zusätzlich werden Sonderveranstaltungen wie z.B. tourismuswirtschaftliche Vorträge und Exkursionen, Seminare in Gesprächs und Vortragstechnik (Rhetorik), über Werbung, Softwareanwendungen, über Weine und Service angeboten.

FH Gelsenkirchen

Bocholt Campus
 Department of Business Studies
 Münsterstraße 265
 D -46397 Bocholt
 Tél : 00.49 (0209) 9596 - 0
 Fax : 00.49 (0209) 9596 - 445
www.fh-gelsenkirchen.de

The Department offers a 4 year diploma program in Business Administration with focuses in Marketing, Accounting and Tourism Management.

Studienschwerpunkt Tourismus :

- Einführung in die Tourismuswirtschaft/Intern. Tourismus – Reisevertragsrecht
- Tourismus Marketing
- Spezielle BWL der Reiseveranstalter und mittler
- Tourismusmarktforschung
- Tourismus - Management
- Zielgruppen und Themenmarketing
- Kurzzeittourismus
- Unternehmensführung

Willy Scharnow – Institut für Tourismus der Freien Universität Berlin

Malteserstrasse 74 - 100
 Haus TL
 D - 12249 Berlin
 Tél : 00.49 (0) 30.838.70.140
 Fax : 00.49 (0) 30.838.70.730
www.fu-tourismus.de
 E-mail : info@fu-tourismus.de

Die Schwerpunkte des Tourismus sind :

- Management
- Regionale Fremdenverkehrsplanung

FH Worms

Renburger straße 19
 D -67549 Worms
 Tél : 00.49 (0) 6241.509.0
 Fax : 00.49 (0) 6241.509 - 222
www.fh-worms.de
 E-mail : studiens@fh-worms.de

Der Studiengang Touristik/Verkehrswesen soll die Studierenden für Aufgaben in der Touristikbranche auf mittlerer und höherer Führungsebene qualifizieren.

La formation s'efforce de répondre aux exigences particulières du secteur du tourisme et des transports. L'objectif pédagogique principal consiste à transmettre aux étudiants les compétences nécessaires à l'exercice autonome de fonctions de management, et tout particulièrement dans le secteur des services (compagnies de transport, agences de voyage, offices du tourisme, hôtellerie, centres de thalassothérapie...).

Great Britain



The Manchester Metropolitan University Faculty of Food, Clothing and Hospitality Management

Old Hall Lane

Manchester M14 6HR

Tél : 00.44 (0) 161.247.2603

Fax: 00.44 (0) 161.247.6872

www.hollings.mmu.ac.uk

E-mail: hollings-fac@mmu.ac.uk

The Tourism Management is based on three levels:

- Level 1 will introduce the students to the Tourism Industry and covers areas such as tourism destinations, tourism economics and tourism design.
- At level 2, a management approach is taken and specialist tourism units are supported by studies in financial management and human resources management.
- Level 3 focuses on the strategic perspective of business and operations management.

Oxford Brookes University Department of Hospitality, Leisure and Tourism Management

Gipsy Lane Campus

Oxford

OX3 0BP

Tél : 00.44 (0) 1865.483.800

www.brookes.ac.uk

E-mail : hltm@brookes.ac.uk

The department offers several programs:

- Hotel and Restaurant Management
- International Hospitality Management
- Hospitality Management Studies
- International Tourism Management/ Tourism Management : the management-based courses prepare students for employment in the public or private sectors, in managing, developing, and planning tourism resources.

London Metropolitan University

London North Campus

166-220 Holloway Road

LONDON

N7 8DB

United Kingdom

Tél : 00.44 (0) 2074.23.0000

Fax : 00.44 (0) 2073.20.1163

www.londonmet.ac.uk

E-mail : admissions@londonmet.ac.uk

The Business Department offers a range of courses at Foundation, HND, Degree and Postgraduate level.

The courses related to Tourism are :

- International Hospitality Management
- International Leisure and Tourism Management
- International Tourism Management
- Travel and Tourism Management
- Travel Management

University of Lincoln

Brayford Pool

Lincoln

LN6 7TS

United Kingdom

Tél : 00.44 (0) 1522.88.2000

www.lincoln.ac.uk

E-mail : enquiries@lincoln.ac.uk

The courses are based on three levels :

Level 1 :

- Foundations of Tourism : structure and policy
- Foundations of Tourism : behavior and choice
- Economic Perspectives of Tourism
- Changing Economic Environment of Tourism
- International Tourism in its Geographical Context : Western Europe and North America
 - International Tourism and Regional Change : South East Asia and the Pacific Rim
- The Challenge of Change in Contemporary Europe 1
- The Challenge of Change in Contemporary Europe 2
- Investigating Tourism

Level 2 :

- Tourism Marketing
- Human Issues in the Tourism Enterprise
- Cross Cultural Issues in Tourism
- Tourism and the Management of the Natural Environment
- Impacts of Tourism
- Tourism Enterprise Project or Applied Tourism Technologies
- Tourism Research Methods
- Geographical Information Systems in Tourism Analysis
- Culture and Heritage Tourism
- Tourism Policy in the EU

Level 3 :

- Consumer Culture and Tourism
- Social and Political perspectives on Tourism
 - Tourism Policy, Planning and Development : International and National Perspectives
 - Tourism Policy, Planning and Development : Regional and Local Perspectives
- Strategic Management of Tourism
- Urban Tourism
- Independent study

Faculty of Leisure and Tourism
Buckinghamshire Chilterns University College

Kingshill Road
High Wycombe
HP13 5BB

Tél : 00.44 (0) 1494.522.141

Fax : 00.44 (0) 1494.465.432

www.bcuc.ac.uk

E-mail : enquirylandt@bcuc.ac.uk

Students are offered the choice between 2 courses :

- Tourism Development and Management
- Travel and Tourism Management programs

The program is based on the following modules :

- Tourism society
- Worldwide Tourism
- Responsible Tourism
- Policies and Strategies for Tourism
- Research and Enquiry Methods
- Dissertation

School of Hotel, Leisure and Tourism
University of Ulster

Coleraine Campus
Ballywillan Road
Portrush
BT56 8JL

Tél : 00.44. (028) 70.32.39.99

Fax : 00.44. (028) 70.32.39.97

www.ulst.ac.uk

E-mail: portrush@ulster.ac.uk

The School of Hotel, Leisure and Tourism offers a range of vocational courses at Foundation Degree, Honors Degree and Master Degree levels. All courses provide studies of management in the various service sector areas.

The courses on offer are:

- accounting
- economics for tourism
- hotel operations
- hotel and tourism marketing
- leisure studies...

Greece



Technological Educational Institute of Patras (TEI)

School of Management and Economics

Koukouli

263 34 Patras

Tél : 00.30.61.325.001

Fax : 00.30.610.369.165

www.teipat.gr

The high level of education throughout the first six semesters provides specialised knowledge for the tourism business in areas of economic organisation, statistics, accounting data, modern methods of management, advertising, marketing, organisation of conferences and social events, entertainment, business communication, and tourist policy.

As part of their course, students complete research papers on subjects like hotel organisation and management, accounting and tourist policy.

IST Studies

72, Pireos Street

18346 Moshato

Athens

Greece

Tél : 00.30.210.4822-222

Fax : 00.30.210.4821-850

www.ist.edu.gr

E-mail : info@ist.edu.gr

The school offers a 3 year-study program in Tourism Management (Bachelor Degree) :

First year

The main subjects studied are :

- microeconomics
- accounting
- geography of tourism....

Second year

A special emphasis is given to Tourism Marketing, Economics of Tourism, Management Information Systems...

Third year

The focus is on the business activities of the Hotel Industry and its operations, Business strategies and Programming as well as the development of Tourism.

Hungary



Kodolányi János University College Department of Tourism and Hotel Management

Székesfehérvár Irányi Dániel utca 4

H-8000 Hungary

Tél : 00.36.22.54.33.53

Fax : 00.36.22.54.33.55

www.kodolanyi.hu

E-mail : tanszek_turizm@mail.kodolanyi.hu

Two programs are available in English :

BSc Tourism and Hotel Management

Students are offered the choice between 4 specializations :

- equine tourism
- animation
- cultural and heritage tourism
- water tourism

The whole program lasts 4 years including a 1 year professional placement in hotels, travel agencies...

Subjects taught are :

- micro and macroeconomics
- accounting
- information technology in Hotel and Hospitality Industry
- tourism psychology
- marketing
- tour operating and sales
- gastronomy...

BSc Catering and Hotel Management

There are 2 specializations :

- restaurant management
- hotel management

The education starts with theoretical and practical teaching based on economic subjects. The main study areas are :

- hospitality technology
- organisation and management
- hospitality marketing
- customer psychology
- business communication
- food preparation
- hygienic and dietetics skills...

The program includes as well a compulsory placement.

Budapest Business School
Faculty of Commerce, Catering and Tourism
Institute of Tourism

9 – 11 Alkotmany Street

1054 Budapest

Tel : 00.36.13.74.62.02

Fax : 00.36.13.31.57.20

<http://web.kvif.bgf.hu>

E-mail : idforgin@kvif.bgf.hu

Tourism and Hotel Management (BSc) in English

The Tourism and Hotel Management course is a 4-year undergraduate program of a full time study. Students finishing the program successfully will receive a Bachelor of Science Diploma in Tourism and Hotel Management.

Students will be taught subjects such as :

- law
- psychology
- economics
- geography of tourism
- food and beverage
- foreign language
- marketing
- hotel operations...

This program is also available in German.

Ireland



Institute of Technology Sligo

Ballinode

Sligo

Ireland

Tél : 00.353 (0) 71.91.55.222

Fax : 00.353 (0) 71.91.60.475

www.itsligo.ie

E-mail : hanrahan.james@itsligo.ie

The Institute offers the possibility to obtain a **National Diploma in Business Studies in Applied Tourism**.

The courses are based on three levels :

Stage 1 :

- Introduction to General Tourism
- Marketing and Customer Care
- Tourism Management
- French/German/Spanish Elective
- Financial Accounting 1
- Computer Applications 1

Stage 2 :

- Macro Tourism
- Applied Tourism
- Tourism Research
- French/German/Spanish Elective
- Management Accounting 1
- Computer Applications 2
- Placement

Stage 3 :

- Tourism Services Marketing
- Tourism Enterprise Development
- Promotions and Technology
- French/German/Spanish Elective
- Legal Studies
- Economics 1
- Human Resource Management

Tourism College Killybegs

Shore Road

Killybegs

Co. Donegal

Ireland

Tél : 00.353.74.973.1120

Fax : 00.353.74.973.1691

www.tck.ie

E-mail : admin@tck.ie

Students are offered the following programmes :

- National Diploma in Business Studies - Bar Management
- National Certificate in Hospitality Skills
- National Certificate in Tourism Skills
- National Certificate in Travel Agency Skills
- Advanced National Certificate in Tourism and Business
- Additional programmes in Marine and Countryside Guides Certificate

Institute of Technology Tralee

Hotel, Catering and Tourism Department

Co. Kerry

Ireland

Tél : 00.353 (0) 66.71.45.600

Fax : 00.353 (0) 66.71.25.711

www.ittralee.ie

E-mail : brid.mcelligott@staff.ittralee.ie

The Institute offers courses at Craft, National Certificate, National Diploma, Degree and Postgraduate level, in the disciplines of Business Studies, Humanities and Social Studies, Hotel, Catering and Tourism, Engineering and Construction Studies, Science and Computing, Nursing and Healthcare.

Certificates and diploma available are :

- Certificate in Professional Cookery
- Certificate in Tourism Skills
- Certificate in Hospitality Skills
- Certificate in Bar Skills
- Certificate in Tourism Business Studies
- National Diploma in Business Studies, Tourism and Languages
- Bachelor in Hospitality Management

Athlone Institute of Technology

Department of Hotel, Catering and Tourism studies

Dublin Road

Athlone

Co. Westmeath

Ireland

Tél : 00.353.90.64.24.400

Fax: 00.353.90.64.24.417

www.ait.ie

E-mail : johara@ait.ie

Courses are offered at the following levels :

- National Diploma in Front Office and Tourism management
- Bachelor of Business Studies in Tourism and Hospitality Management
- National Certificate in Tourism

Dublin Institute of Technology

Faculty of Tourism and Food

Cathal Brugha Street

Dublin 1

Ireland

Tél : 00.353.1.402.3000

Fax : 00.353.1.402.4325

www.dit.ie

E-mail : elizabeth.heffernan@dit.ie

The courses are :

- Certificate in Hospitality Services Management
- IHCI (Hotel Management)
- BA in Tourism
- BA in Hotel & Restaurant Management
- BA in Leisure Management
- BSc in Hospitality Management
- BSc in Tourism Marketing
- MSc in Hospitality Management
- MSc in Tourism Management
- European Masters Programme (EUHMaN)

Italy



Universita Degli Studio de Bologne

Facolta di Economia

D.U. in Economia e Gestione dei Servizi Turistici

Via D. Angherà 22

I – 47037 Rimini

Tél : 00.39.541.27003

Fax : 00.39.541.24885

www.economia.unibo.it

E-mail : preside@economia.unibo.it

La Facoltà di Economia della sede di Rimini propone quattro diverse lauree triennali:

- Economia del Turismo (CLET)
- Economia e Gestione dei Sistemi Turistici (CLEGeST)
- Economia e Amministrazione delle Imprese (CLEAI)
- Economia e Management (CLEM)

Università degli Studi di Cagliari

Facoltà di Economia

V. le S. Ignazio, 17

09123 Cagliari

Tél : 00.39.070.675.3002

Fax : 00.39.070.652.887

www.unica.it

E-mail : www@unica.it

Il corso dei Servizi Turistici è istituito dalla Facoltà di Economia dell'Università.

L'obiettivo del corso è quello di formare figure professionali che possano far fronte alle esigenze organizzative e amministrative, sia nelle aziende turistiche che all'interno di organismi di promozione turistico.

Università degli studi di Pavia

Campus Lucca

Via del seminario Inr. 790

55100 Monte San Quirico

Lucia

Italia

Tél : 00.39.0583.333.420

Fax : 00.39.0583.333.256

www.campuslucca.it

E-mail : info@campuslucca.it

Il corso di Laurea in Scienze del Turismo propone :

- di offrire solide conoscenze di base nelle piu' diverse discipline sollecitate dal fenomeno turistico
- di costruire su queste basi un'prima specializzazione nell'ambito del turismo mediterraneo
- di stimolare curiosità, attitudine alla ricerca e all'approfondimento attraverso attività culturali, conferenze, incontri con personalità di spicco del nostro tempo.

Temi rilevanti sono inoltre il turismo "culturale", il turismo sostenibile e responsabile.

Luxembourg



Lycée Technique Hôtelier Alex Heck

BP 71

L - 9201 Diekirch

Tél : 80.87.91

Fax : 80.25.08

www.restena.lu/lthah/lthinfo.html

E-mail : lthah@education.lu

Le LTHAH prépare à la vie active grâce à une formation professionnelle et théorique.

L'élève a le choix entre 4 voies lui permettant d'obtenir :

- le CATP en hôtellerie – restauration
- le CATP en cuisine
- le diplôme de technicien en hôtellerie
- le diplôme de technicien en tourisme

La formation en tourisme se fait sur 2 ans et comprend des enseignements tels que l'informatique, l'éducation sportive ou encore les langues...

Lycée Technique de Bonnevoie

119, rue du cimetière

L - 1338 Luxembourg

Tél : 40.39.45-1

Fax : 48.39.48

www.restena.lu/ltb

E-mail : secretaria@ltb.lu

Le lycée LTB propose 3 sections :

- formations administratives et commerciales
- cuisiniers – traiteurs
- informatique

Chambre de Commerce

7, rue Alcide de Gasperi

L - 2981 Luxembourg

Tél : 42.39.39

Fax : 43.83.26

www.cc.lu

E-mail : chamcom@cc.lu

La formation proposée par la Chambre de Commerce permet à une personne indépendante d'ouvrir son propre café, mais pour cela elle devra suivre des cours du soir :

- gestion et développement des ressources humaines

- marketing
- comptabilité
- droit de consommation
- finances
- droit de fiscalité

Luxair

L - 2987 Luxembourg

Tél : 47.98.41-55

Fax : 47.98.41-70

www.luxair.lu

E-mail : info@luxair.lu

Les formations proposées par Luxair se font uniquement en fonction de leurs besoins comme par exemple :

- guide touristique
- gérant d'hôtel
- hôtesse de l'air

Union Luxembourgeoise du Tourisme – ULT

3, place de la Gare

L - 1026 Luxembourg

Tél : 26.49.59-1

Fax : 26.48.14-39

www.ult.lu

E-mail : jasmin@demycars.lu

Les formations proposées consistent à former des agents de voyage à l'aide des cours suivants :

Théorique :

- géographie
- informatique
- anglais
- français

Pratique :

- stage en agence de voyage

Netherlands



Technische Universiteit Eindhoven TU/e
Faculty of Architecture, Building and Planning
Urban Planning Group
Den Dolech 2
P.O. Box 513
5600 MB Eindhoven
Tél : 00.31.40.247.94.11
Fax : 00.31.40.245.24.32
www.tue.nl
E-mail : m.v.kasteren@bwk.tue.nl

Rijks Universiteit Groningen
Department Ruimtelijke Wetenschappen
Vakgroep Planologie en Demografie
PO Box 800
9700 AV Groningen
The Netherlands
Tél : 00.31.50.363.9111
Fax : 00.31.50.363.3901
www.rug.nl
E-mail : faculty@frw.rug.nl

Tilburg University
Warandelaan 2
PO Box 90153
5000 LE Tilburg
The Netherlands
Tél : 00.31 (0) 13.466.91.11
www.tilburguniversity.nl
E-mail : tilburguniversity@uvt.nl

The goal of the course is twofold :

- Applying and translating, existing theories on participation in tourism, sports and culture, to the umbrella theme "diversity of tastes"
- Conducting statistical analyses of secondary data in order to gain a clear understanding of differences in taste and taste patterns regarding each of the above mentioned fields.

The most important is that students will have to concentrate on one of the themes (sports, tourism, culture).

Utrecht University
Faculty of Geosciences
Department of Human Geography and Planning

Postbus 80115
3508 TC Utrecht
The Netherlands
Tél : 00.31.30 253.2044
Fax : 00.31.30 254.0604
www.uu.nl/uupublish/homeuu/1main.html

Hotelschool The Hague

Brusselselaan 2
2587 AH The Hague
The Netherlands
Tél : 00.31 (0) 70.351.24.81
Fax : 00.31 (0) 70.351.21.55
www.hotelschool.nl
E-mail : info@hdh.nl

The school offers both Bachelor Program and Master Degree Program. The 4-year **Bachelor Degree** course is a program which results in a Bachelor Business Administration in Hotel Management (BBA.HM) and can be taught in English.

The course is based on 3 phases :

- Hospitality Performance
- Tactical Hospitality Management
- Strategic Hospitality Management

The **Master Program** is mainly based on management modules. It includes courses such as :

- business strategy
- hospitality service systems
- human resources management...

Maastricht Hotel Management School

P.O. BOX 3900
6202 NX Maastricht
The Netherlands
Tél : 00.31 (0) 43.352.8282
Fax : 00.31 (0) 43.352.8285
www.hotelschoolmaastricht.nl
E-mail : infohotelschool@hszuyd.nl

Maastricht Hotel Management School offers a management education at both undergraduate and graduate level.

The 4-year Bachelor Program is offered both in Dutch and in English. Students of the English Bachelor Program are most of the times from the surrounding European countries.

Moreover, one of the school's European partners is the "Institut Arthur Haulot" located in Belgium.

As far as the Master Programs are concerned, they are entirely taught in English.

Courses offered in the Bachelor Program :

- Hotel operations
- Hotel management...

Master of Business Administration

- **Hotel and Tourism Management**

It is a 1-year program aimed at professionals in the Hospitality Industry. Students will be given skills related to management decisions.

- **Innovative Hospitality Management**

It is a 1-year master program with a focus on innovation, cross-cultural management and personal development.

Erasmus University of Rotterdam

Center for Tourism Management

P.O. Box 1738

3000 DR Rotterdam

The Netherlands

Tél : 00.31(0) 10.408.25.85

Fax : 00.31(0) 10.408.90.20

<http://web.eur.nl/fbk/departments/alumni/links>

E-mail : vib@fbk.eur.nl

The Centre for Tourism Management was established as part of the Department of Marketing Management at the Erasmus University's, Rotterdam School of Management, in January 1993. The chair is endowed by Bewetoer, a public/private foundation for the advance of academic research and education in the field of tourism.

The Centre for Tourism Management has three purposes:

- Education by teaching the Minor Tourism Management and the Master in Hospitality Management
- Research within the department of Business Administration on the sections of marketing management, information management and organisation
- Outreach: publications, lectures or executive education programmes.

NHTV Breda University of Professional Education

P.O. Box 3917

4800 DX Breda

The Netherlands

Tél : 00.31.76.530.2203

Fax : 00.31.76.530.2205

www.nhtv.nl

E-mail : international.office@nhtv.nl

The NHTV Breda University of Professional Education offers students English Bachelor Programs in Tourism Management, Leisure Management, Hotel Management, Media and Entertainment Management.

The Bachelor Degree can be completed in 4 years. And a master program is also available at the end of 5 year-studies.

Here is one of the program available :

[International Tourism Management and Consultancy Bachelor Program](#)

The program prepare students for managerial positions in the International Tourism Industry. During the 4-year course, students will focus on the development and management of tourist destinations.

All degrees completed in NHTV Breda University are internationally recognised.

Wageningen University

School of Social Sciences

Hollandseweg 1

6706 KN Wageningen

Tél : 00.31. (0) 317.48.51.88

Fax : 00.31. (0) 317.48.47.63

www.socialsciences.nl

E-mail : office.dss@wur.nl

The courses are based on 2 levels :

- Introduction courses :
 - introduction to leisure, tourism and environment
- Advanced courses :
 - concepts and approaches
 - social change and environment
 - sustainable development
 - experiences and environments

Norway



Lillehammer University College

Faculty of Social Sciences

N 2626 Lillehammer

Norway

Tél : 00.47.61.28.81.02

Fax : 00.47.61.28.81.70

www.hil.no

E-mail : ekspedisjonen@hil.no

Travel and Tourism - Bachelor Program

The program lasts 3 years and is vocational with a specific focus on the management of small businesses and the development of tourist sites.

The practical approach is based on theoretical knowledge in several central topics, such as travel and tourism, economics, human resource management, marketing and planning.

Program plan :

1st year

- Travel, tourism and society
- Social science methods
- Human resource management
- Social economics

2nd year

- Basic business economics and accounting.
- Financial accounting including analysis
- Information processing
- Marketing
- Optional studies

3rd year

- Optional studies
- Advanced areas of study
- Bachelor diploma dissertation

Finnmark University College

Faculty of Business and Social work

Department of Tourism and Hotel Management

Follums vei 31

9509 Alta

Norway

Tél : 00.47.78.45.05.00

Fax : 00.47.78.43.44.38

www.hifm.no

E-mail : postmottak@hifm.no

|| Study model :

- Introduction to Travel and Tourism
- Social Psychology
- Sociology of Tourism
- Marketing
- Consumer Behavior
- Social Science Method
- Statistical Methods

Stavenger University College

P.O. box 8002

N - 4068 Stavenger

Norway

Tél : 00.47.51.83.10.00

Fax : 00.47.51.83.10.50

www.his.no

E-mail : postmottak@his.no

Stavenger University offers a M.Sc. degree program in International Hotel and Tourism Administration as well as a Bachelor Program in Hotel and Tourism Management.

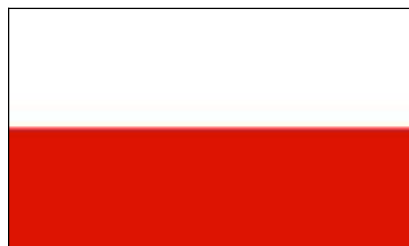
The Master of Science in International Hotel and Tourism Management offers courses such as :

- change and consultation methods
- Event and Meeting Management
- Fundamental Concepts in Tourism
- International Chain Management in the Travel Industry
- International Marketing Strategies
- Strategic pricing of individual and prising goods ...

The Bachelor Program offers courses such as :

- Human Ressource Management in Service Organisations
- Tourism Planning and Development
- Introduction to Marketing
- Strategies of Competition in Hospitality and Tourism
- Hospitality Leadership
- Tourism, Society and Individual
- Tourism Sociology
- Sales and Customer Care in Hotel and Tourism ...

Poland



Wyższa Szkoła Hotelarstwa i Gastronomii

ul. Nieszawska 19

61-022 Poznań

Tél : 4861.8711.530

Fax : 4861.8711.533

www.wshig.poznan.pl

E-mail : wshig@wshig.poznan.pl

The Academy of Hotel Management and Catering Industry offers a 3-year program in hotel, restaurant and tourism management.

The school focuses on tourism and recreation, specializing in :

- Hotel management and catering industry
- Management and tourist traffic
- Management and marketing in hotels, restaurants, tourism and recreation
- Administration and legal procedure in tourism
- Modern communication techniques in hotels, restaurants, tourism and recreation
- Agrietourism
- Dietetics in tourism and recreation
- Logistic in tourism and recreation
- The economics in tourism

Post-Secondary School of Hotel and Gastronomy

3 Krasnołęcka

00 734 Warsaw

Tél : 0 22.841.23.62 / 0 22.840.48.96

Fax : 0 22.840.48.97

www.zshg.waw.ids.pl

E-mail : zshg@zshg.waw.ids.pl

Zespół Szkół Hotelarsko-Gastronomicznych (ZSGH) is the only 2-year post-secondary state school in Warsaw which provides education for students who want to work in :

- hotel industry
- tourism
- secretary offices
- catering

Portugal



Escola Superior de Hotelaria e Turismo do Estoril

Av. Condes de Barcelona

2765 Estoril

Tél : 00.351.21.004.0700

Fax : 00.351.21.004.0719

www.eshte.pt

E-mail : secretaria@eshte.pt

ESTHE's aim is to prepare specialists in the areas of Tourism, Hotel Management and Food Production. 5 courses are available at ESTHE :

- Hotel Management
- Tour Operating Management
- Tourism Information
- Food Production
- Leisure and Tourism Entertainment/Management

The Tourism Information course, for instance, leads to 2 careers :

- National Tour Guides
- National Tourism Promoters

The program is based on 3 years :

Year 1

- English
- Foreign Language A / B
- History and Geography of Portugal
- Ethnology
- Professional Practice
- Computing
- Sociology of Tourism
- Apprenticeship

Year 2

- English
- Foreign Language
- History of Art in Portugal
- Geography of Tourism in Portugal
- Marketing
- Professional Practice
- Behaviour Techniques
- Economics
- Tourism markets
- Deontology and Protocol
- Political Systems
- Statistics
- Apprenticeship

Year 3

- English Language and Culture

- Foreign Language and Culture
- Portuguese Culture
- Tourism and E.U. Legislation
- Public Relations
- Tourist Itineraries
- Professional Practice
- Tourism negotiation
- Event Organization
- Sales Techniques
- Tourism Entertainment
- Apprenticeship

Instituto Nacional de Formação Turística (INFTUR)

Av. Eng. Arantes e Oliveira, 7

1900 Lisboa

Tél : 00.351.21.842.33.00

Fax : 00.351.21.849.88.79

www.inftur.pt

Existem 3 tipos de cursos :

- Cursos de Qualificação Inicial e Especialização Tecnológica :
 - Formação para a Gestão Hoteleira
 - Formação para a Gestão de Turismo
- Cursos Profissionais :
 - Curso de Alojamento Hoteleiro
 - Curso de Cozinha
 - Curso de Restaurante / Bar
 - Curso de Turismo
- Cursos de Qualificação Inicial :
 - Curso de Bar
 - Curso de Cozinha
 - Curso de Motorista de Turismo
 - Curso de Restaurante / Bar
 - Curso de Guia-Intérprete Regional

Scotland



Clydebank College

Kilbowie Road

Clydebank, G81 2AA

Scotland, UK

Tél : 00.44 (0) 141.952.7771

Fax : 00.44 (0) 141.951.1574

www.clydebank.ac.uk

E-mail : info@clydebank.ac.uk

The courses available at Clydebank College include National Qualifications, National Certificates, Access Programs, Higher National Certificates and Higher National Diplomas.

3 programs are available in the field of Tourism studies :

Travel and Tourism NC

It is a 1-year full-time program which give access to the HNC and HND in Tourism. Some of the subjects taught are :

- Air Travel
- Travel Geography
- Customer Care...

Tourism HNC/HND

- HNC Tourism. Some of the units of study are :

- Tourism Planning and Development
- Sustainable Tourism
- International Tourism Destinations...

- HND Tourism. The program is mostly intended by students possessing a HNC in Tourism. Some of the units of study are :

- Tour Operating : Planning and Costing Tours
- Tourism Law
- Preparing and presenting a Business Plan...

Travel HNC, Travel and Tourism HND

The HNC Travel and the progression to the HND Travel and Tourism aim at equipping students with the necessary skills to take up junior management positions in retail, tour operating or public sector tourism as well as other areas of business and commerce.

Technology, Science, Sport and Leisure

Gallowgate Centre

Alberdeen AB25 1BN

Scotland, United Kingdom

Tél : 00.44 (0) 12.24.612.330

Fax : 00.44 (0) 12.21.61.2001

www.abcol.ac.uk

The Aberdeen College counts 4 teaching sectors. The teaching sector of Technology, Science, Sport and Leisure offers a range of courses at different levels. One of them is Travel and Tourism. Students opting to study Travel and Tourism can expect to learn business skills mixed with practical elements related to the industry such as studies in Air Travel, Customer Service or Tour Operations. Students can progress to university or secure employment within the industry in a wide range of disciplines in the Travel and Tourism Industry.

**Caledonian Business School
Glasgow Caledonian University**

70 Cowcaddens Road

Glasgow, G4 0BA

Scotland, UK

Tél : 00.44 (0) 141.331.3117

Fax : 00.44 (0) 141.331.3172

www.cbs.gcal.ac.uk

E-mail : cbs@gcal.ac.uk

Caledonian Business School is the largest Business School in Scotland offering over 50 career-focused programs across a variety of levels and modes of study. The school offers 2 courses related to Tourism at undergraduate level :

- BA/BA (HONS) Tourism International Management

The program is based on 3 years and students will be taught courses such as Organisations and the Business Environment , International Tourism Geography, Tourism, Travel and Transport, Strategic Management...

- BA/BA (HONS) Tourism Management (4 years)

The courses available in the program are : Managerial Finance, The Tourist, Tourism and Society, Tourism : politics and policies, tourism analysis...

Inverness College

School of Business

3 Longman Road

Inverness IV1 15A

Scotland, UK

Tél : 00.44 (0) 1463.27.3000

Fax : 00.44 (0) 1463.711.977

www.inverness.uhi.ac.uk

E-mail : mike.devlin@inverness.uhi.ac.uk

Inverness College opened its first campus in Inverness in 1960 and has grown significantly over the years. There are 4 campuses sheltering 5 Academic Schools.

The School of Business offers several courses in Hospitality , Professional Cookery and Tourism.

The Tourism section offers programs from National Qualifications (NQ) to Higher National Diploma (HND) and even degree level.

The courses available are :

- National Qualification with Customer Relations
- National Qualification Travel and Tourism
- Higher National Certificate in Tourism
- Higher National Diploma in Tourism

James Watt College of Further and Higher Education
Faculty of Business

North Ayrshire campus

Lauchlan way

Kilwinning KA13 6DE

Scotland, UK

Tél : 00.44 (0) 1475.55.3007

www.jameswatt.ac.uk

E-mail : enquiries@jameswatt.ac.uk

James Watt College counts 5 faculties of different areas of study. The Faculty of Business covers a wide range of related disciplines, from E-Business to International Travel, Business Administration to Accounting. Students wishing to study Tourism are offered the Tourism and Customer Service course at different levels :

- **HNC Tourism** (1 year) whose program includes subjects such as :
 - Marketing in Travel and Tourism
 - Communication
 - Introduction to Financial Accounting
- **HND Tourism** (2 years). The students would complete all the units from the HNC Tourism program and in addition :
 - Travel and Tourism in the European Union
 - Developing Personal Effectiveness...
- **HNC Travel** (1 year) with courses such as Air Travel or International Tourist Destinations
- **HND Travel with Tourism**. The students would complete the units required for HNC Travel and in addition would study courses such as Brochure Production and Customer Relations or Marketing.
- **NC Travel and Tourism** (1 year) whose aim is to prepare students for the work in a range of positions in the Travel and Tourism Industry through courses such as European and Mediterranean Travel Geography or Selling the Travel and Tourism Product.

Queen Margaret University College

Costorphine Campus

Clerwood Terrace

Edinburgh EH12 8TS

Scotland, UK

Tél : 00.44 (0) 1.31.317.3247

Fax : 00.44 (0) 1.31.317.3248

www.qmuc.ac.uk

E-mail : admissions@qmuc.ac.uk

Queen Margaret University College offers a full range of courses including :

- BA in Tourism Management
- BA in Hospitality and Tourism Management
- BA in International Hospitality Management
- MBA in Tourism Management
- MBA in Hospitality Management
- MBA Golf and Country Club Management

Paisley Business School University of Paisley

Paisley PA1 2BE

Scotland, UK

Tél : 00.44 (0) 141.848.3932

Fax : 00.44 (0) 141.848.3395

www.paisley.ac.uk

E-mail : info@paisley.ac.uk

The University of Paisley aims to be an international and innovative university. For over 100 years, the university has been offering programs with a vocational focus hosting over 10000 students including over 700 international students.

As far as Tourism studies are concerned, Paisley Business School offers one course at undergraduate degree. The Tourism program is based on 4 years and students will be given classes about the impact of tourism on the economy, the environment and the effect of tourism on the social and cultural status of communities in the industrialised and the developing world.

Fife College of Further and Higher Education

St Brycedale Avenue, Kirkcaldy

Fife KY1 1EX

Scotland, UK

Tél : 00.44 (0) 1592.26.85.91

Fax : 00.44 (0) 1592.64.02.25

www.fife.ac.uk

E-mail : enquiries@fife.ac.uk

Fife College offers a great number of courses related to the fields of Hospitality and Tourism from SVQ (Scottish Vocational Qualifications) to HND (Higher National Diploma).

Here are some of the courses available :

- **NQ Travel and Services** (National Qualifications) : this program has been developed to cater the demand for qualified travel representatives and airport check in staff. Students will learn Air Travel, Travel Agencies Operations, Package Holidays...
- **HNC Travel and HND Travel with Tourism** : students will be taught brochure production, tourism planning and development, marketing, finance...

Perth College

Crieff Road

Perth PH1 2NX

Scotland, UK

Tél : 00.44 (0) 1738.87.7000

Fax : 00.44 (0) 1738.87.7001

www.perth.ac.uk

E-mail : pc.enquiries@perth.uhi.ac.uk

Perth College welcomes international students each year and offers Tourism courses at different levels :

- vocational and career training courses
 - **NQ Tourism and Hospitality** (1 year) : the courses includes food and beverage service, customer care, marketing, event organisation...

- **Professional Chef Award** (1 year) : attracting both young and mature students, it is designed to provide aspiring trainee chefs with the skills, techniques and knowledge of modern cookery.
- undergraduate courses
 - **HNC Tourism** (1 year) : the course includes structure and organisation of the travel and tourism industry, finance, information technology...
 - **HND Tourism** (2 years) : the core topics of HND Tourism are almost the same as the HNC program.
 - **BA Tourism** (3 years) : the course includes strategic marketing for tourism organisations, sociology of tourism, development issues...
 - **HNC Hospitality Operations** : the course includes accommodation and front office, control systems...
 - **HNC Hospitality Front Office** : the course includes front office procedures, reception operations...
 - **HND Hospitality Management** : the course includes hospitality reception, management accounting, management concepts...

Slovakia



Matej Bel Univerzity The Faculty of Economics

10 Tajovskeho

97590 Banská Bystrica

Slovakia

Tél : 00.421.48.446.2148

Fax : 00.421.48.415.1165

www.ef.umb.sk

E-mail : zuzana.kramarova@umb.sk

The Faculty offers 3 accredited subjects of study :

- Tourism and Hospitality
- Corporate Economics and Management
- Public Economics and Administration

One of the main objectives of the Faculty is to establish the tradition of admitting foreign students for individual forms studies. Therefore, appropriate conditions are being continuously created in order to improve the image of the Faculty which , in the future, is to become an integral part of the European network of Business and Public Management Schools. For this reason, the faculty offers a wide range of subjects taught in English and other languages such as :

- Basics of Tourism (German)
- Corporate management in Tourism (English)
- International Tourism (German)
- Regional management (English)
- Regional Planning in Tourism (English and German)
- Tourism marketing (English)
- Urban Tourism (English)...

Spain



Escola d'Hoteleria de les Illes Balears Edifici Archiduc Lluís Salvador

Campus Universitari

Cra. de Valldemossa, km 7.5

E-07071 Palma

Illes Balears - Spain

Tél : 00.34.971.172.608 / 172.626

Fax : 00.34.971.172.617

<http://euht.uib.es>

E-mail: escola.hoteleria@uib.es

Actualment l'Escola ofereix sis titulacions, dividides en les següents àrees :

- Àrea d'Allotjament :
 - Tècnic/a en Recepció
 - Gestió d'Allotjament
- Àrea d'Aliments i Begudes :
 - Tècnic/a en Cuina
 - Tècnic/a en Restauració
 - Gestió d'Aliments i Begudes
- Direcció Hotelera Internacional

Sweden



Mid Sweden University

Department of Social Sciences
S-831 25 Östersund
Sweden
Tél : 00.46.63.16.53.00
Fax : 00.46.63.16.54.54
www.mh.se
E-mail : info@mh.se

The program includes Tourism studies with a specialization in Tourism Science or Adventure Technology.

Tourism studies are based on 2 courses :

- The objective of the first course is to study the growth of tourism from older times until today, to understand the underlying motives for growth, to scrutinise the effects of tourism and to put tourism into a social and political context over time. This is a traditional reading course.
- The second course consists of writing a smaller individual essay about a historical tourism attraction or destination.

Högskolan Dalarna

78188 Borlänge
Tél : 00.23.77.80.00
Fax : 00.23.77.80.80
www.du.se
E-mail : mbo@du.se

The College offers one advanced course totally taught in English : Human Geography focusing on Tourism Destination Development. The program can be completed in one year. It is intended for students who have a Bachelor Degree and would like to specialise in the field in of Tourism and Travel.

Students will be taught the following courses:

- Principle and Practice
- Business Strategies
- European Tourism Policies, Planning and Development
- Research Methods
- Human Geography
- Modern Geographic Thought
- Geographic Information Systems
- Thesis in the field of Destination Development...

Studium

Lärdomsgatan 3

41756 Göteborg

Tél : 031.367.50.00

Fax : 031.367.50.12

www.studium.goteborg.se

E-mail : anette.dahlstedt@studium.goteborg.se

The International Hospitality Management program, taught in English, aims at educating managers in the Hospitality Industry. The program has been recognised by international universities in Europe, the USA and Australia. The subjects taught are:

- conference and event operations
- food and beverage
- gastronomy
- hospitality property development and maintenance
- management simulation and case studies
- hospitality law...

Switzerland



Unité d'Enseignement et de Recherche en Tourisme (UERT)

Ecole des HEC

Université de Lausanne

BSFH1 - Bureau 611

CH – 1015 Lausanne Dorigny

Tél : 00.42.21.692.34.87

www.hec.unil.ch/uert

E-mail : uert@hec.unil.ch

L'UERT a été créé en 1991, suite à la décision de l'Ecole des HEC de l'Université de Lausanne d'introduire un nouveau module dans le programme qu'elle propose à ses étudiants. On trouve donc actuellement 5 cours spécifiques au "Module Tourisme" :

- Organisation industrielle du tourisme
- Economie internationale du tourisme
- Gestion touristique appliquée
- Commerce et comptabilité internationale
- Géographie économique et économie spatiale
- Management du sport

Haute Ecole Valaisanne

Ecole Suisse de Tourisme (EST)

Plaine Bellevue

Case Postale 80

CH – 3960 Sierre

Tél : 00.41 (0) 27.606.89.01

Fax : 00.41 (0) 27.606.89.19

<http://est-stf.hevs.ch>

E-mail : info.est-stf@hevs.ch

L'EST, seule école supérieure de tourisme bilingue (français – allemand) de Suisse, offre à ses étudiants une formation d'une durée de 3 ans orientée sur la pratique et débouchant sur des postes à responsabilités dans tous les domaines du tourisme.

La formation de base comprend les enseignements suivants :

- bases théoriques :
 - notions fondamentales du tourisme
 - outils de base de la gestion, marketing
 - connaissance des entreprises-clés du secteur touristique
 - maîtrise des langues étrangères
- méthodologie et préparation aux stages :
 - outils méthodiques de base
 - gestion de projet
 - gestion incoming et outgoing

Le cursus prévoit également 2 stages de 20 semaines chacun.

- application :
 - module de perfectionnement pour devenir technicien en marketing
 - ou assistant en relations publiques
 - management
 - méthode de résolution de problèmes, travaux interdisciplinaires

et

- approches conceptuelles
- projets

Glion

Institut de Hautes Etudes
Route de Glion 111
1823 Glion-sur-Montreux
Tél : 00.44.41.21.966.35.35
Fax : 00.44.41.21.966.35.36
www.glion.ch

Les programmes de l'école hôtelière de Glion visent à développer les compétences professionnelles et la compréhension de toutes les matières relatives à l'hôtellerie et aux affaires. Une fois diplômés, les étudiants accèdent rapidement aux postes de cadres supérieurs et travaillent en général dans les hôtels, centres de congrès, offices du tourisme...

L'école offre un programme de licence d'une durée de 3 ans et demi. Les 4 voies possibles sont :

- hôtellerie
- tourisme
- ressources humaines
- finances

This is a 3 ½ year career focused program in Hospitality Management. Choosing one of these tracks, students can pursue their particular interest and develop their natural potential.

- Bachelor of Business Administration "Hospitality Management"
- Bachelor of Arts "Hospitality and Tourism Management"
- Bachelor of Arts "Hospitality and Finance"
- Bachelor of Arts "Hospitality and Human Resources"

DCT International Hotel and Business Management School

Seestrasse
CH 6354 Vitznau
Switzerland
Tél : 00.41.41.399.00.00
Fax : 00.41.41.399.01.01
www.dct.ch
E-mail : admin@dct.ch

DCT offers a variety of academic programs to help students meet their career objectives.

Hotel Management :

Within the Hotel Management program, students have the option of choosing to earn a Diploma or an Advanced Diploma in Hotel and Tourism Management. Those who already hold a Degree or Diploma in

another field, but who wish to pursue a career in the hospitality or tourism fields, will be interested in DCT's Post-Graduate Diploma in Hotel and Tourism Management. DCT also offers 11-week Certificate programs for students interested in earning an introductory certification in the areas of European Food and Beverage Service, or Foundation in European Cuisine.

European Culinary Arts :

Within DCT's European Culinary Arts Program, students may choose between earning an Advanced Diploma in European Culinary Management, or 1 or more Professional Development Certificates in this area. The Advanced Diploma includes courses in Foundation in European Cuisine, European Gourmet Cuisine and European Pastry and Chocolate as well as culinary management and German language courses.

Swiss School of Tourism and Hospitality (SSTH)

Comercialstrasse 19

7007 Chur

Switzerland

Tél : 00.41(0) 81. 255.11.11

Fax : 00.41(0).81.255.11.19

www.ssh.ch

E-mail : info@ssth.ch

SSTH offers a range of programs from a 1and a half year diploma to a 4 year Bachelor degree :

- Degree1 : Bachelor of Business Administration in Tourism and Hospitality
- Degree 2 : Bachelor of Science in Hotel, Restaurant and Institutional Management
- Hotel Management : Swiss Higher Diploma in Hotel and Restaurant Management
- Hotel Operations : Swiss Diploma in Hotel Operations

Forschungsinstitut für Freizeit und Tourismus (FIF)

Universität Bern

Engehaldenstrasse 4

CH – 3012 Bern

Tél : 00.41. (31) 631.37.11

Fax : 00.41 (31) 631.34.15

www.cx.unibe.ch/fif

E-mail : fif@fif.unibe.ch

Lehrinhalte :

Freizeit und Tourismus I :

Grundlagen von Freizeit und Tourismus unter besonderer Berücksichtigung volkswirtschaftlicher und gesellschaftlicher Aspekte (industriegesellschaftliches Lebensmodell, Arbeit, Wohnen, Freizeit, Reisen; touristisches Angebot; Reisemotive und – verhalten; touristische Wertschöpfung)

Freizeit und Tourismus II : Ökologische, soziologische und kulturelle Aspekte von Freizeit und Tourismus (vernetztes Denken; umweltrelevante Auswirkungen von Freizeit und Tourismus auf die Lebensgrundlagen Boden, Landschaft, Wasser, Luft; Steuerungsinstrumente; Konzepte eines umwelt – und

sozialverträglichen Tourismus; interkulturelle Kommunikation;
Problematik der Reisen in die Dritte Welt

Freizeit und Tourismus III: Qualitätsmanagement in Freizeit und
Tourismus (Qualitätsmanagement – Ansätze, Messung der
Dienstleistungsqualität im Tourismus, Qualitätsoffensive im Schweizer
Tourismus, Öko – Qualität in Freizeit und Tourismus

Freizeit und Tourismus IV: Aspekte einer nachhaltigen Freizeit und
Tourismuspolitik (Handlungsfelder, Ziele, Instrumente und Träger der
internationalen, nationalen, kantonalen, regionalen und lokalen Freizeit
– und Tourismuspolitik; rechtliche Grundlagen; Freizeit – und
Tourismuskonzepte.