



emetris
consulting



ERASMUS+ PROGRAMM

Hotelier – Be My Gues



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Target group

The course is addressed to students who are interested in professional "HOSPITALITY" skills or to increase their knowledge in INTANGIBLE aspects of hospitality.

Philosophy and practice in yours services.

Objectives

The training course provides the basic elements of:

- The key Hospitality skills.
- Provide students with an understanding of the operational aspects of Front Office and Accommodation management, and the skills required to manage an environment-friendly operation effectively.
- Provide students with an understanding of the role of human resource management in the hospitality industry, and the skills required to manage this resource effectively
- This course offers a unique experience combining an academic study in "Hospitality Industry" with an opportunity to apply new skills and knowledge in hands on experience.

Methodology

The training course is a class based learning modules (formal teaching with a teacher / tutor in a classroom).

Apart from above mentioned practical's the faculty should teach through giving case studies, situation handling, role plays, group discussions, etc. to enhance the student personality.

Representative schedule: The order of formal teaching may change.

Services

Emetris provides vocational education and training for adults promoted by public national authorities, but also business training for companies and European training projects.

Experience

Emetris activates in the field of education since 2010 and specialized at making lifelong learning programs, the promotion of the employment and the development of entrepreneurship.

Network

Emetris has a strong educational business network within and outside the country with associate business partners, representatives and educational providers.



Modules

Day 1	Inspection tour to the classroom and workshops, presentation of teaching methods and curriculum.
Day 2	Historical review and presentation of Greek Tourism. Introduction to Hotel Industry. Advantages and Disadvantages of different types of Hotel. Types of the rooms etc.
Day 3	Educational visit to the "ASTORIA HOTEL".
Day 4	Understanding the functioning of Front office department. (Organization structures, Layout, Duties and Responsibilities, Interdepartmental relations). Co-ordination between H/K and F/O.
Day 5	To gain insight into the go-operation with tour operators (allotment contracts etc.) To manage sales talks in a purposeful way and correctly deal with reservation. (Reservation, cancellation, amendments).
Day 6	Cultural activities (Visit to Knossos, the center of Minoan civilization and capital of Minoan Crete)*
Day 7	Cultural activities (Visit to Archaeological Museum of Herakleion)*



Collaboration

We collaborate with 22 partners in the private sector that concerns specialized training centers (fully equipped with all modern technological and educational resources for the full implementation of education), trainers, hotels etc.

Adaptable

For every program we adapt to the needs of the concerned group, choosing partners, timetable, the composition of lessons and the trainers, aimed at acquiring or developing knowledge, skills and competences, which contribute to the formation of an integrated personality, vocational integration and development of the individual, social cohesion and social, economic and cultural development.



Modules

Day 8	Guest Check in and Checkout procedures. (The students should be able to handle the entire procedure independently). Pre – arrival procedure. (Preparing Guest Folio, etc.)
Day 9	On arrival procedure. (Welcome service, check in, luggage handling procedures on guest arrival / departure, lost and found service, porter service, hotel concierge service etc.)
Day 10	Cashiering while checking IDN. / Groups, Cashiering procedures during the stay of the guest, Night Auditors Job, Cashiering while Checkout. Post arrival procedures.
Day 11	Educational visit to the "ATLANTIS HOTEL".
Day 12	Final test -- Evaluation (Questionnaires) – Europass Certifications
Day 13	Cultural activities (Visit to Aquarium)*
Day 14	Cultural activities (Visit to Traditional Cretan Village)*

Course Dates (optional)

* Please note, that cultural activities are not included in the price of the program

