

# SWISS HOSPITALITY AND HEALTH CARE PROGRAMME

Learn, live & experience hospitality  
and Health Care



## Why hospitality and Health care?

The core of Hospitality is the art of welcoming and caring for visitors, guests and patients. Additionally, it is the largest growing industry in the world! Hospitality requires a focus on communication skills, personal and professional presentation, teamwork, creativity and operational thinking.

## Where?

In this program, you will explore this exciting industry for two weeks in Switzerland, the birthplace of hospitality. For two weeks, the Caux Palace Hotel will be your home and training ground. Set in the hills overlooking Lake Geneva, this former Grand Hotel is just a short train ride away from the lively city of Montreux, with its shops, restaurants and cosmopolitan lifestyle. As a historic building, Caux Palace offers a unique environment to learn, steeped in the heritage of Swiss Hospitality traditions.

## Price?

CHF 4,900.– including 2-week tuition, standard double room, 2-week train pass, all meals, activities and excursions.  
Language of delivery: English

Programme	Week 1	Week 2
<b>Hospitality Specific Modules</b>	<ul style="list-style-type: none"> <li>› Introduction to Hospitality</li> <li>› Principles of F&amp;B Service</li> <li>› Fundamentals of Sanitation and Hygiene</li> <li>› Fundamentals of Housekeeping Operations (Caux Palace Laundry)</li> <li>› Introduction to Front Office Operations</li> <li>› Industry Visit (for example, Montreux Palace)</li> </ul>	<ul style="list-style-type: none"> <li>› World of Hospitality Industry</li> <li>› Nutrition and Food Safety</li> <li>› Swiss Excursion (The Mosimann Collection and Cheese &amp; Wine Tasting)</li> <li>› Wine and Beverage Management</li> </ul>
<b>Soft Skills Modules</b>	<ul style="list-style-type: none"> <li>› Positive Customer Experience (Group Project)</li> <li>› Grooming and Etiquette</li> </ul>	<ul style="list-style-type: none"> <li>› Enhancing Customer Experience (Group Project Final Presentation)</li> <li>› World Cultures</li> <li>› Effective Communication</li> </ul>



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## Why hospitality and Health care?

Switzerland is renowned for a high-quality healthcare industry. Additionally, it is the fastest growing industry in China and has a tremendous social and economic impact in the future. We think the talents who will be an important part of the new demographic changes requires a focus on economic skills to face challenges of the changing family-care-models and, at the same time, have a good sense service. That's why we provide a program that combines both expertise.

## Where?

In this program, you will visit multiple different organizations in the health care industry, explore the Swiss standard in Health Care management and have a professional insight in the elder care industry.

## Price?

CHF 4,900.– including 2-week tuition, standard double room, 2-week train pass, all meals, activities and excursions.  
Language of delivery: English (with Chinese translation)  
The Joint Program costs CHF 9,800.– in total.

Programme	Week 1	Week 2
<b>Health Care Modules</b>	<ul style="list-style-type: none"> <li>› Introduction to Swiss Health Care System</li> <li>› HR-and Finance Management</li> <li>› Introduction in Homecare, Nursing Homes and Health Management</li> <li>› Fundamentals in Elder Care and Dementia</li> <li>› Industry Visit</li> </ul>	<ul style="list-style-type: none"> <li>› Biography and documentation in Elder Care</li> <li>› Difficulties and chances in positioning a new nursing home or Rehab-Center</li> <li>› Impact of the family member of changing role models</li> <li>› Caregiving as a profession – how to find good people</li> </ul>
<b>Soft Skills Modules</b>	<ul style="list-style-type: none"> <li>› Teambuilding (recruiting and staffing)</li> <li>› Emphasis vs Economic in Elderly Care</li> </ul>	<ul style="list-style-type: none"> <li>› Communication with different targets</li> <li>› Empowerment of Caregiver in institutes and communities</li> </ul>