

## HOTEL MANAGER

**TRAINING PATH DESCRIPTION** – The Hotel Manager is capable of overseeing all management processes of a hotel (Administration, Marketing, Food & Beverage, Room Division, Customer Care, Dining Room and Bar, Reception, Reservations, SPA management, Administration, Events, etc.), organizing and planning promotional and marketing activities, defining, planning and verifying Revenue Management strategies and service quality, coordinating relationships with suppliers and customers, and managing functional relationships between the various departments of a hotel facility.

**TARGET PARTICIPANTS** – The course is aimed at a maximum of 25 young people residing or domiciled in Lombardy who hold one of the following qualifications: upper secondary school diploma or professional diploma obtained following four-year IeFP pathways and IFTS Certification, in accordance with Law No. 107/2015 and in compliance with the guidelines approved by the State-Regions Agreement of 20/01/2016.

**CAREER OPPORTUNITIES** – Junior Manager in tourist-accommodation facilities with a role of responsibility within specific company functions.

**COURSE DURATION AND LOCATION** – The course lasts two years. For each year, 600 hours of classroom and laboratory training and at least 400 hours of internship in companies in the sector are planned. Company internship activities, educational visits, and a full-immersion training week in a holiday home are also included.

Course location: Viale Murillo, 17, Milan.

**PARTICIPATION METHOD** – Admission to the course is subject to a motivational and aptitude interview, as well as an assessment of general knowledge, logical-argumentative skills, knowledge of the English language, and PC usage, along with evaluation of qualifications and experience.

**ENROLLMENT FEE** – The intervention is co-financed with public resources and provides for an annual fee of 1,000 euros, for a total of 2,000 euros. After the start of the courses, some fee reductions based on ISEE will be made available through a call.

**FINAL CERTIFICATION** – Diploma of Specialization in Applied Technologies, EQF Level V. Qualification as Head of the Prevention and Protection Service. Certificates for the HACCP Course and General and Specific Safety Courses.

Graduates may request recognition of university credits (CFU) for degree programs at universities partnered with Innovaprofessionioni.

For information, write to [orientamento@innovaprofessionioni.it](mailto:orientamento@innovaprofessionioni.it). To apply, send an email with a Europass CV and optionally a reference letter to [orientamento@innovaprofessionioni.it](mailto:orientamento@innovaprofessionioni.it). Candidates will receive an appointment for the selection interview based on the order of arrival of the application and until all available places are filled.

The start of the course is subject to regional authorization and the achievement of a minimum number of 20 enrolled participants.

The course is carried out in collaboration with the main accommodation facilities, hotel chains, and service companies for tourist hospitality.