

Hospitality Operations Management

Technological Specialisation Courses
Access with the 12th Grade



Career Opportunities

The Specialized Hospitality Operations Management Technician is a professional qualified to manage, coordinates and controls activities of hotel sections related to the rooms division department, namely, concierge/reception, floors/rooms, linen and laundry service, and event organization and sales, guaranteeing quality customer service and the adequate safety procedures of a hotel.

Main Activities

- Supervise, coordinate and organize the sections of the Rooms Division Department (front office / back office, floors, linen and laundry service, and organization of events and sales)
- Manage the financial results of the Rooms Division Department
- Define the commercial policy of the Rooms Division Department, guaranteeing quality customer service as well as customer focus
- Team management

Requirements

- High-school diploma (or legal equivalent in Portugal) or Vocational qualification level 4 diploma (European Qualifications Framework)
- Minimum B2 English level (Council of Europe standard), to be assessed through a written test

Further studies

With this training students are granted credit units (ECTS) recognized under the Bologna Process, enabling students to pursue further training in related areas at several Universities and Higher Education Centers.

Schools of Turismo de Portugal have established protocols with different national and international higher education institutions.

Structure

2 Semesters + 1 curricular internship + Induction Programme (150h).

The Hospitality Operations Management Programme is a 1 year (full-time) course, consisting of two semesters, including a 3-month internship. Students can select top restaurants, hotel chains and resorts in Portugal and abroad to do their internship.

Induction Program

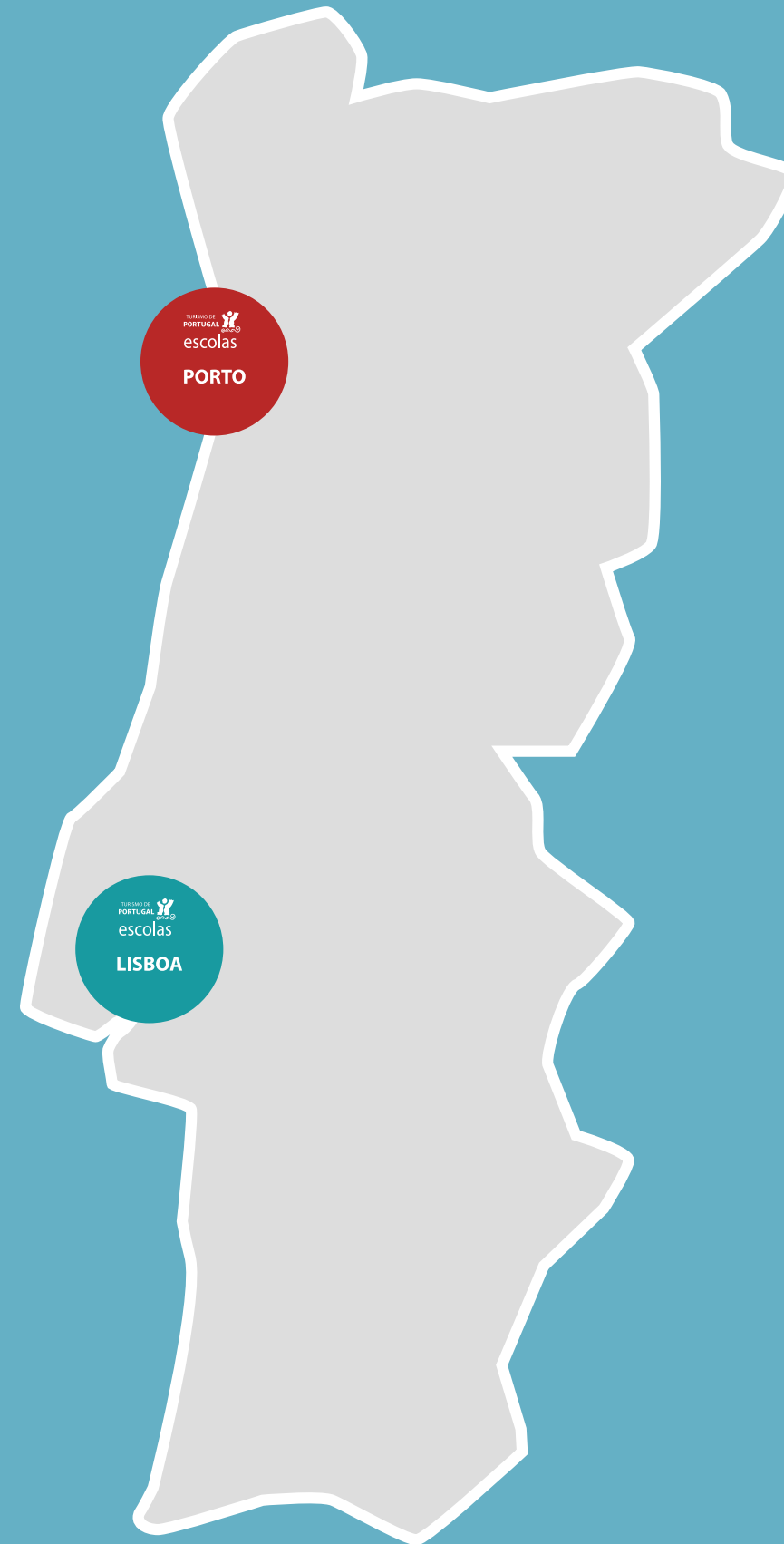
Induction Programme (150h) consists of a training beginner level programme aimed at students with no previous training or experience in the area.

TUITION FEES

Annual value of the fee 1.200€ Installments payment
120€ x 10 months



formacao@turismodeportugal.pt



- Porto
- Lisboa

INDUCTION PROGRAM

	Total
Tourism & Hospitality	20
Communication Skills & Storytelling	20
Hospitality and Touristic Information	60
Accommodation Service	50
	Total
	150

1st Semester

Course Category	Course	Contact Hours		
		Classroom	Practice	Total
Generic and Scientific	English	25		25
	Creativity & Personal Development		25	25
	Business Initiative & Entrepreneurship	10	15	25
Generic and Scientific Total		35	40	75
Technological	Foreign Language II Applied to Accommodation Management	10	15	25
	Ethics & International Business Protocol	10	15	25
	Information Technologies – Introduction to Management		25	25
	Leadership, Management & Team Motivation	10	15	25
	Accessible Tourism	10	15	25
	Hygiene & Safety – Accommodation	25		25
	Hospitality Trends		25	25
	Hotel Design & Facilities Management		50	50
	Introduction to Property Management System		50	50
	Accommodation Techniques		25	25
	Sales Strategies in Front Office		50	50
	Cleaning & Maintenance Standards in Housekeeping		25	25
	Hotel Entertainment		50	50
Technological Total		65	360	425
Overall Total		100	400	500

2nd Semester

Course Category	Course	Contact Hours		
		Classroom	Practice	Total
Generic and Scientific	English	25		25
	English Language – Communication Skills	10	15	25
	Entrepreneurship – Business Planning	10	15	25
Generic and Scientific Total		45	30	75
Technological	Foreign Language II – Culture & Traditions	10	15	25
	Arts		25	25
	Sustainable & Responsible Tourism	25		25
	Staffing & Career Management	25		25
	Tourism & Digital Marketing	20	30	50
	Information Technologies – Accommodation Management		25	25
	Economic & Financial Analysis in Hospitality	20	30	50
	Housekeeping Management		50	50
	Revenue & Commercial Management		50	50
	Games & Role-Plays Applied to Hotel Management		25	25
	Accommodation Management		50	50
	Hospitality Events Management	10	15	25
Technological Total		110	315	425
Overall Total		155	345	500
Company Training	Curricular Internship			500



escolas.turismodeportugal.pt