



escolas

Hospitality Operations Management

Technological Specialisation Courses
Access with the 12th Grade
Lectured in EN



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

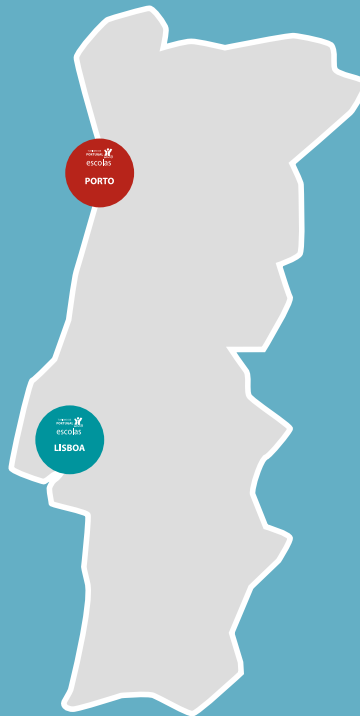
Induction Programme (150h) consists of a training beginner level programme aimed at students with no previous training or experience in the area.

TUITION FEES

Course fee €1.200 Payment of €120x10 monthly instalments



formacao@turismodeportugal.pt



- Porto
- Lisboa

CURRICULAR PLAN

INDUCTION PROGRAM

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

1st Semester

Component	Module	Hours
Generic and Scientific Training	English	25
	Creativity & Personal Development	25
	Business Initiative & Entrepreneurship	25
	Total	75
Technological Training	Foreign Language II Applied to Accommodation Management	25
	Ethics & International Business Protocol	25
	Information Technologies – Introduction to Management	25
	Leadership, Management & Team Motivation	25
	Accessible Tourism	25
	Hygiene & Safety – Accommodation	25
	Hospitality Trends	25
	Hotel Design & Facilities Management	50
	Introduction to Property Management System	50
	Accommodation Techniques	25
	Sales Strategies in Front Office	50
	Cleaning & Maintenance Standards in Housekeeping	25
	Hotel Entertainment	50
	Total	425
1st Semester Total		500

2nd Semester

Component	Module	Hours
Generic and Scientific Training	English	25
	English Language – Communication Skills	25
	Entrepreneurship – Business Planning	25
	Total	75
Technological Training	Foreign Language II – Culture & Traditions	25
	Arts	25
	Sustainable & Responsible Tourism	25
	Staffing & Career Management	25
	Tourism & Digital Marketing	50
	Information Technologies – Accommodation Management	25
	Economic & Financial Analysis in Hospitality	50
	Housekeeping Management	50
	Revenue & Commercial Management	50
	Games & Role-Plays Applied to Hotel Management	25
	Accommodation Management	50
	Hospitality Events Management	25
Total		425
2nd SemesterTotal		500
Company Training	Curricular Internship	500

Curricular plan being updated



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