



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

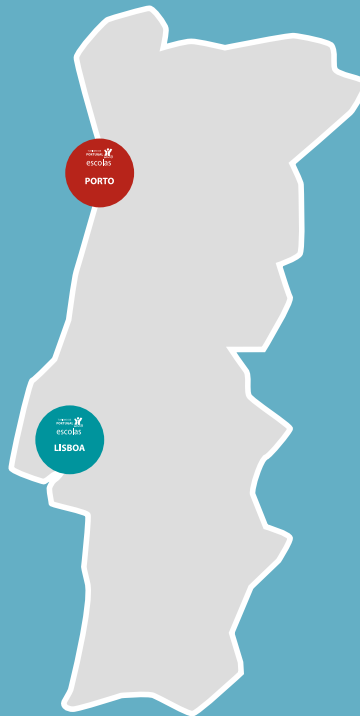
Induction Programme (150h) consists of a training beginner level programme aimed at students with no previous training or experience in the area.

TUITION FEES

Course fee €1.200 Payment of €120x10 monthly instalments



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- Porto
- Lisboa

CURRICULAR PLAN

INDUCTION PROGRAM

Topics	Hours
Computer Applications - Introduction to management	30

1st Semester

Course Category	Competence Unit	Hours
Generic and Scientific	Communicate and interact in a professional context	50
	Use spreadsheets to record, analyse and monitor data	25
	Total	75
Technological	Plan and organise accommodation operations	50
	Manage reception operations	50
	Manage housekeeping operations	50
	Implement the marketing plan in the hotel and accommodation unit	25
	Coordinate communication and sales activities in the hospitality industry's online channels	25
	Customer service and complaints management	25
	Take action in emergency situations in hotels and restaurants	25
	Implement sustainable practices in hotels and restaurants	25
	Promote ethical and social responsibility in tourism	25
	Interact in English in the hotel accommodation service	25
	Implement the requirements of accessible and inclusive tourism	25
	Interact in a foreign language in the hotel accommodation service	25
	Create tourist activities and entertainment programmes	25
	Provide information about the tourism sector	25
Total		425
1st Semester Total		500

2nd Semester

Course Category	Competence Unit	Hours
Generic and Scientific	Develop personal and creative skills	25
	Create and develop business ideas	50
	Total	75
Technological	Manage laundry/wardrobe operations	25
	Monitor the management of the accommodation department	50
	Monitor the accommodation department's budget	50
	Coordinate hotel and accommodation teams	25
	Implement the marketing plan in the hotel and accommodation unit	25
	Adopt quality management practices in hospitality	50
	Implement an ESG (Environmental, Social and Governance) management system	50
	Interact in English in the hotel accommodation service	25
	Interact in a foreign language in the hotel accommodation service	25
	Implement the rules of courtesy, etiquette and protocol in customer service in tourism	25
	Plan and organise events	50
	Create tourist activities and entertainment programmes	25
	Revenue Management	25
	Total	425
2nd SemesterTotal		500
Company Training	Curricular Internship	500



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