

Hotelfachschule Berlin visiting Hotelschool Venlo

Preparation in Germany:

- The students will prepare the first part of their Portfolio ("Who am I?", CV, motivation letter, elevator pitch etc.).
- Share it on Google drive, so the Dutch teachers have access and are able to look at it.

Program in the Netherlands:

Week 1

Monday 26-06-2017 +/- 09.00 - 17.00

- Morning: Following Bakery classes at Laaghuissingel.
- Welcome speech by Twan Krebbers & Andre Duijghuisen
- Lunch at Laaghuissingel (prepare your own at site, with freshly baked bread)
- Afternoon: Visit city centre Venlo with city centre tour and afterwards dinner in the city.

Tuesday 27-6-2017 +/- 09.00 - 17.00

- Introduction to wellness
- Following classes at Groenveldsingel (Beauty & Wellness)
- Dinner at Laaghuissingel (Hotelschool).

Wednesdays 28-06-2017 +/- 09.00-17.00

- Following classes at Hotelschool (for example, lecture about wine)
- Cocktail workshop (alcohol-free)
- Lunch at Laaghuissingel (Hotelschool).
- Explanation about the tourism school/studies from one of the tourism teachers
- Guest lecture from one of the 'recreation' teachers.

Thursday 29-06-2017 +/- 11.00 - ????

- Company visits
- Beej Benders (Food & Beverage/Retail Concept Store with in-store food markets)
- Asparagus/Vegetable Farm
- Prepare your own dinner (on-site at Laaghuissingel) with asparagus or other vegetables

Friday 30-06-2017 10.00- 16.00

- Friday morning: Gilde Sportief (Sports classes)
- Lunch at sport site (lunchbags)
- Afternoon: No program/spare time or arranged activities.

Week 2

Monday 03-06-2017

- Introduction to hospitality
 - The content of the 'Introduction to Hospitality', should enhance students' understanding of the hospitality industry. In the end of the week, the goal for the student is, to be able to function better in the hospitality industry.
- Group assignment (mood-board: Theme: 'Hospitality')
 - Students will make a mood-board with photos, lyrics, illustrations etc. which, according to the students, are linked to the word 'hospitality'. Be creative!
- Start assignment 'Hospitality-check'
 - Each company has its own vision on hospitality. There are no ground rules that say what is right or wrong. The thing that's measurable, is the customer satisfaction. The students will prepare the hospitality-check, which they will execute on Thursday at a company. This will be a research at different departments, checking whether the hospitality rules, according to the companies' core values, are lived up to or not.

Tuesday 04-07-2017

- Cultural differences
 - Students learn to adapt their manners to different cultures, in order to be able to be hospitable for every guest. Students investigate the expectations from 'foreign' guests, so that they are able to adapt to their expectations.
- Cross-cultural studies Germany – Netherlands
 - In pairs (one Dutch student, one German student), the students will prepare presentations about the differences and/or similarities in the Dutch and German culture. Subjects might be; Greetings, farewells, food, religion, etiquettes, language, clothing etc.
- Presentations: Group-assignments cultural differences
 - Presentations in pairs about the cultural differences/similarities.

Wednesday 05-07-2017

- Mystery visit
- Goals:
 - Students will create an objective view on the companies' view on hospitality.
 - Students are able to explain 'company blindness'/'tunnel vision'.
 - Student learn to look through the eyes of an 'inspector'.
- Assignment: Preparing the mystery visit
 - Students chose a company for the mystery visit (e.g. bars, restaurants, hotels).
 - Students will try to investigate the companies' view on hospitality from the company of choice.
 - Students make a checklist for the mystery visit at the company. What are they going to check?

- Mystery visit at companies in Venlo
 - Students will execute a mystery visit at the company of choice. They will use their own checklists.
 - Students will write an advice for the company. What might be improved according the student?
 - Students will evaluate and discuss their results.

Thursday 06-7-2017

- Company visit (Bilderberg Hotel De Bovenste Molen or similar hotel with wellness facilities)
 - Students will visit the hotel. At sight, they will get a presentation about the hotel and a tour through the hotel and its different departments.
- Hospitality-check
 - The students will execute the 'hospitality-check', which has been prepared on Monday. The results of the hospitality-check will be presented in the portfolio.
- BBQ
 - The two weeks will be finalised with a joint BBQ!

Friday 07-7-2017

- Finish portfolio
 - The students will have time to finish their portfolio. Teachers will be available for support and questions.
- Evaluation
 - There will be an evaluation with the students about the last two weeks.

Monday – Friday: Lunch will be arranged. Dinner possibilities are open. We can have dinner together or everybody arranges its own.

Wednesday: Possibility for having dinner together in the city centre after the mystery visits.

Possible activities in the evening/weekends in/near Venlo:

- Fun Forest Climbing Venlo www.funforest.nl
- Laser Games, Bowling, Arcade Games and Adventure Golf www.taurus.nl
- Theme Park Toverland www.toverland.nl
- Hertog Jan Beer Brewery Arcen www.hertogjan.nl
- War Museum (WWII) Overloon www.oorlogsmuseum.nl
- Cruise on the river 'De Maas' www.maashopper.nl
- Escape Room Venlo <https://www.escaperoomsnederland.nl/rooms/escape-room-venlo-team-trapped/>
- Limburgs Museum www.limburgsmuseum.nl
- Jeepsafari, Archery, Paintball and many more www.actiondome.nl
- Swimming Pool Aqua Mundo http://www.centerparcs.nl/nl-nl/aqua-mundo_ms
- Kasteeltuinen (Schlossgärten) Arcen www.kasteeltuinen.nl