Hotel receptionist

KØBENHAVN

Copenhagen Hospitality College

The receptionist has a key function in a hotel. You are in contact with many people every day and you are the public image of the hotel. As a receptionist you welcome and register guests, make reservations for rooms, attend to the central switchboard, cooperate with tourist agencies and much more. An important part of your working day as a receptionist is to advise guests. During the programme, you learn to relate to guests from various countries and cultures and you gain professional knowledge of the tourist industry and the many activity options in Denmark.
If you would like an international career, the education as a receptionist is a good place to start.

Content of the programme

The programme begins either with a foundation programme, a new apprenticeship programme or an internship programme. The foundation programme is organised according to your prerequisites, and therefore the length of the programme varies.
When you have passed the foundation programme exam and found an internship, you can begin the main programme.

You have to find an approved internship yourself, but we are more than willing to help you. We have a good job bank on our website and student counsellors who can assist you. The internship may take place in Denmark or abroad. If you choose to do your internship abroad, the student counsellors will also assist you.

Subjects at the college:
Psychology
Business law and insurance
Receptionist work and techniques
Business finance
Business correspondence
Security
Languages and culture
Service and guest relation
Tourist theory
Holistic understanding
Sales and service
Conference theory
Entrepreneurship and innovation
Optional subject

The programme for receptionists has a duration of 2 years and 4 months, including the foundation programme.

Foundation programme*)		Main programme 1 year and 10 months.				
Possible internship	Theory 20 - 60 weeks	Internship	Theory 10 weeks	Internship	Theory 10 weeks	Internship **)

**) The foundation programme can be replaced with a new apprenticeship programme*
***) Internship until the expiry of the programme period, maximum 6 months, cf. stipulations in the main regulation*

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Final examination

In order to finish your education, you must pass a final examination, which takes place in the last period of the theoryterm and is both theoretical and practical. This comprises a project, an oral and a written test.

During the internship you will become familiar with:

- Understanding customer and guest service
- The general job functions in a hotel reception, including coordination between the hotel's departments
- The hotel's security preparedness
- Understanding how to check guests in and out
- Accepting various methods of payment such as cash, cheques, debit/credit cards and foreign currencies as well as balancing of cash and 24-hour settlement of accounts
- Professional customer and guest service to Danish and foreign guests and advising tourists on sightseeing and other events
- Utilising information technology in connection with correspondence, reservations and bookings via international IT systems
- Preparing correspondence and bookings for guests as well as making seat and ticket reservations
- Working flexibly and being part of a team

Higher education

As a receptionist, you can continue your education at Copenhagen Hospitality College:

- Various management programmes
- AP Programme in Service, Hospitality and Tourism Management
- Bachelor in International Hospitality Management

Main address/All mail must be sent to:

Copenhagen Hospitality College
Vigerslev Allé 18

DK-2500 Valby
Telephone: 33862200
Fax: 33862299
hrs@hrs.dk
www.hrs.dk

For students with upper secondary educational background the programme has a duration of 2 years, including the foundation programme.

Foundation programme*)		Main programme 1 year and 10 months.				
Possible internship	Theory 5.5 weeks	Internship	Theory 10 weeks	Internship	Theory 10 weeks	Internship **)

**) The foundation programme can be replaced with a new apprenticeship programme*
***) Internship until the expiry of the programme period, maximum 6 months, cf. stipulations in the main regulation*