

# Hospitality Trainings

Restaurant Service, Hotel Reception,  
Housekeeping and System Gastronomy

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# About us

We bring Swiss vocational courses to companies around the world who want to train their employees, qualify their teams and transform their businesses.

## **Our product**

We build top-notch professional education for industries—like hospitality and gastronomy—using only the best e-learning tools, and localizing the language and content together with our educational partners.

## **Our customers**

Our courses are offered all over the world. Corporate clients and schools across the globe are already benefiting from the quality and methodology of our vocational courses.

## **Our service**

We run the entire operational process from start to finish, and maintain quality standards. A significant part of our courses are digital, making them easily serviceable, scalable, transportable and affordable too.

## **Our value**

Our high-quality vocational courses help companies efficiently train and qualify their employees in the culinary industry, giving them both the foundational and advanced knowledge they need to become successful.

# GSL and WIGL partnership



Our mission at Global Swiss Learning is to bring Swiss-quality, premier vocational education to the world. To do so, we have partnered with WIGL Verlag in Switzerland, to develop a range of hospitality educational programs for professionals and students in companies and schools all over the world.

WIGL is the leading publishing house for hospitality courses in Switzerland, and delivers content to the majority of vocational schools in the country. The company is known for producing well-founded and interactive learning materials for both vocational schools and employee trainings.

WIGL develops content at the fundamental level for our courses in the Hospitality Training.

After which, our Global Swiss learning instructional designers add their digital expertise, and leverage our courses for international audiences, so that we can bring our engaging online courses to the world.

Together, we offer state-of-the-art trainings that are flexible and accessible, and provide an attractive learning experience for companies and schools looking to upscale their teams and expand their student's technical knowledge. Our trainings embody the consistency and quality of Swiss vocational education and are certified by Global Swiss Learning.

# Benefits of our trainings for businesses

**01****Flexible**

Content accessible online, anywhere, anytime, with a mobile device or computer

**02****High-quality**

Based on the original content used in renowned vocational training schools in Switzerland

**03****Foundational**

Qualify and train your team with in-depth foundational industry knowledge

**04****Scalable**

Easy to train big teams, as a large number of professionals can be trained in parallel

**05****Customizable**

Incorporate your content into our existing trainings

**06****Growth**

Swiss-quality educated professionals, ready & equipped to thrive in their jobs

**07****Cost efficient**

Our trainings are more affordable than other traditional forms of education

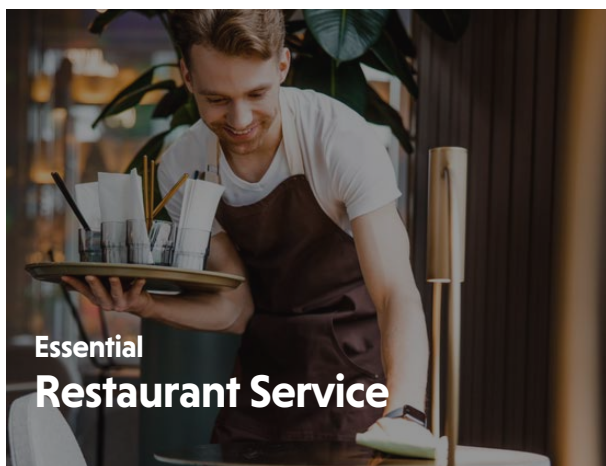
**08****Industry certified**

We offer industry certifications issued by Global Swiss Learning

**09****Retention**

Improve employee motivation and retention by providing a career path

# About the Hospitality Trainings



The Hospitality Trainings (Essential level) are based on the curricula used in Swiss vocational programs, and offer a comprehensive and immersive learning experience tailored to the dynamic hospitality industry. The trainings bring an unique blend of theoretical knowledge and hands-on practical training. Each course is designed to align with the industry's evolving demands.

Learners not only develop fundamental technical skills but also cultivate interpersonal competencies, which are crucial for guest interactions. The programs equip individuals with the fundamental knowledge they need to meet global hospitality standards and provide them with strong work skills and adaptability, so that they can thrive in the international hospitality landscape.



# Overview of the Essential level

## Restaurant Service

Our Restaurant Service Training is designed for companies who wish to train restaurant service professionals. They will acquire knowledge in preparing tables and hot and cold beverages, and develop the confidence to take orders, provide informed recommendations and manage customer expectations with skill and expertise.

## Housekeeping

With our Housekeeping Training, learners will acquire fundamental knowledge about hygiene and efficient housekeeping work processes. They will learn cleaning techniques, room and facility arrangement, and laundry care and dishwashing organization. Companies will benefit from having well-trained professionals who possess the execution skills and managerial perspectives to be successful.

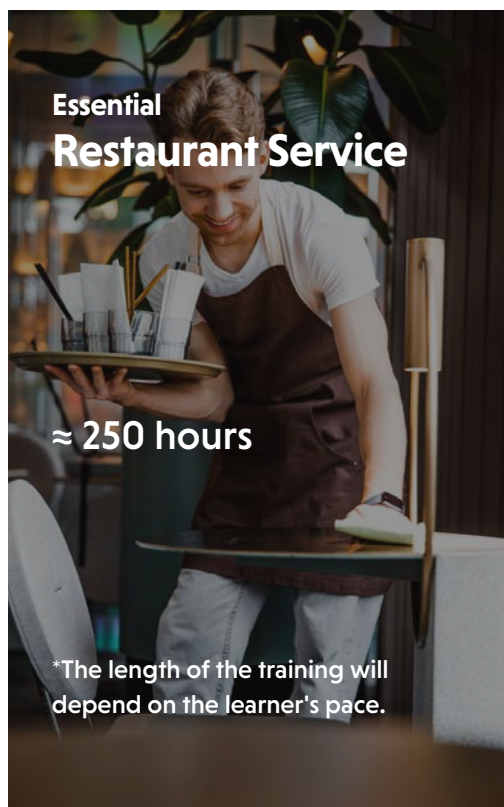
## Hotel Reception

This training supports companies who wish to provide unparalleled service and elevate their establishment's reputation. Learners will study the art of guest interaction, reservation management, check-in and check-out procedures, problem-solving and effective communication, so that they can deliver exceptional guest experiences while efficiently handling their front desk responsibilities.

## System Gastronomy

The System Gastronomy Training explores the interconnectedness of various elements within the gastronomic ecosystem, like sustainable practices and waste management, with a focus on the sourcing of ingredients, purchasing, storing—in compliance with hygiene and quality regulations—and the processing of food into ready-to-serve dishes.

# Essential Restaurant Service Training



## Summary:

Prepare tables and hot and cold drinks, take orders, make informed recommendations and manage customer expectations with skill and expertise.

## Training content - 21 modules

### Presentation

Personality  
Communication

### Service and Guest Care

Before service  
Service  
Breakfast  
Value preservation  
Waste management  
Hygiene  
Occupational safety & health protection  
Fire protection

### Barista

Milk and blended milk drinks  
Coffee  
Tea

### Bartender

Aperitifs  
Cocktails  
Spirits

### Sommelier

Water  
Juices, specialty & sweet drinks  
Fundamentals of alcohol  
Beer  
Wine



# Essential Housekeeping Training



**Summary:**  
Appearance and communication, manage food and beverages, cleaning and organization, laundry, equipment and occupational safety.

## Training content - 13 Modules

### **Appearance and communication**

Appearance and first impression  
Communication

### **Managing food and beverages**

Office and dishwashing organization  
Service  
Machines and devices

### **Cleaning and organizing**

Preparing and organizing facilities  
Cleaning facilities  
Cleaning machines

### **Ensuring the laundry supply**

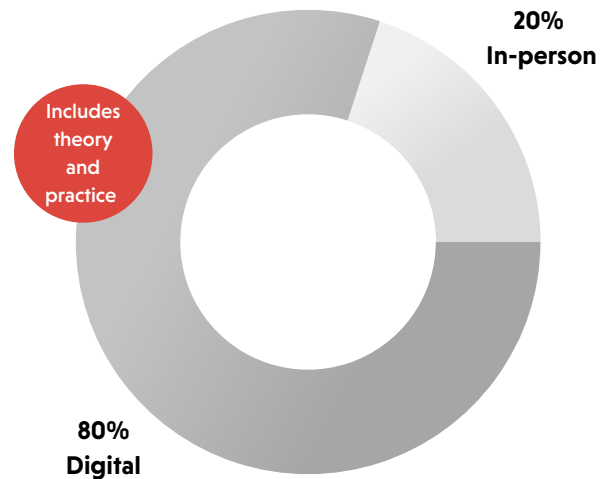
Company and customer laundry  
in the laundry cycle  
Washing machines and equipment

### **Operating procedures**

Occupational safety and health protection  
Fire protection  
Hygiene

# About blended learning

Our trainings are designed with a blended learning educational approach—a combination of digital training (80%) and traditional in-person training sessions (20%)—in order for the learner to get a well-rounded education in both theory and practice.



## Digital learning

A significant portion of the training content is available online. Two of the major benefits: 1) the digital training is offered in many different languages and 2) it can be accessed online from anywhere (at work or at home) with a computer, tablet or mobile phone.

Our digital content is accessible through an easy-to-use learning platform. Learners are guided by our world-class industry avatars through interactive elements, videos, texts and quizzes. The digital learning program combines theory and practice, and is designed so learners can work autonomously or in groups.

## In-house learning

The in-house training sessions are supplemental to the online learning. They are for learners to deepen their skills by practicing and implementing what they have been learning, either one-on-one or in groups. During the in-person learning, trainers work closely with learners, and demonstrate the variety of methods, techniques and procedures that have been learned online. This is the opportunity to teach problem-solving, and process-oriented, inter-connected thinking and acting. In-house learning can be conducted by in-company or GSL trainers.

## Implementation

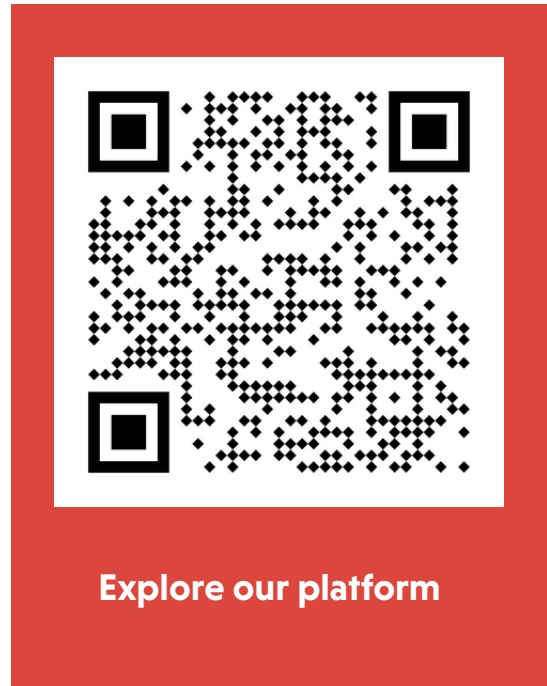
With blended learning our training programs are flexible, and can be adapted to company needs. In-house learning and digital learning can be done simultaneously, within the company environment. The digital learning can also be done first, followed by the in-house portion of the training, conducted in-person by the the company's own trainers or GSL trainers.

# Our learning platform

We bring top didactics and high pedagogical standards to our trainings. They are built with the best didactical tools available for e-learning and are quality assured by our instructional designers, industry experts and Swiss partners. Our digital trainings are interactive and intuitive and can be accessed from any device connected to the internet. Learners can contact the trainers online and use the group chat to ask questions and interact with other peers.

## Our hospitality avatars

Learners are guided through the trainings by our world-class hospitality avatars. They lend tips and tricks throughout the lessons, supporting and motivating learners along the way. Fun fact, our avatars can speak almost any language!



# Method & certification

## Teaching method

Teaching method is an important part of how we design our courses. We have modeled our trainings in the spirit of Swiss vocational education. Our teaching methods are unique because they offer learners much more than just theory.

Our approach introduces learners to a wide variety of skills, techniques and methods, that learners can practice in hands-on exercises. With each of our Hospitality Trainings, the learner will gain a deep understanding of their role as a professional within their industry, and will develop an innate ability to work in the dynamic hospitality industry.

Our top educational approach is designed to meet global industry needs and to qualify professionals in different countries around the world.

## Certification

We offer industry certification for our Hospitality Trainings. Upon successfully completing the entirety of each training, including both digital and in-house learnings, we offer an industry certificate issued by Global Swiss Learning. If only completing the digital portion of the course, we offer a certificate of completion.

For companies, industry certification can have many benefits, like improving employee satisfaction and retention. Obtaining an industry-recognized certification provides a solid foundation of professional options for learners, allowing for internal growth opportunities, and creating in-house career paths for employees. In addition, certification can help a company's image and impact buy-in, with both clients and employees.

# Key information

## Materials needed

- Computer, mobile phone or tablet to access the online course
- Relevant equipment and ingredients

## Course language

- Our courses can be offered in any language / adapted to any language

## Prerequisites

- Familiar with online/digital media
- No previous experience in hospitality is required

## Learner profile

- Hospitality employees (current and aspiring)
- Professionals in hotel/food related industries who want to expand the quality of their work

## Learning objectives I

- Effective communication
- Hygiene and safety fundamentals
- Machines, equipment, utensils operation
- Efficient work processes

## Learning objectives II

- Reflective / exploratory learning
- Gain confidence and skills to manage customer expectations
- Implement trainer feedback to improve skills

# Swiss quality, Swiss excellence

We've built our Hospitality Training Programs based on the original content and structure offered in vocational education programs in Switzerland, because of Switzerland's reputation for quality and excellence, especially in Swiss Hotel Management Schools.

The sophisticated Swiss education system, which has built-in professional training for vocational education, ranks among the top in the world. In 2021, Switzerland was ranked #1 in IMD's World Talent Ranking. The Swiss system integrates practical training into the learning process, facilitating school-to-work transition and talent development. Swiss students gain knowledge and a competitive edge, making them highly qualified and ready to work. By building our trainings based on the original content used in Swiss vocational programs, we ensure they are top-notch.

## IMD WORLD TALENT RANKING 2021

	Switzerland	1
	Sweden	2
	Luxembourg	3
	Norway	4
	Denmark	5

World Talent Ranking 2021

Source: IMD WORLD TALENT RANKING 2021



# WorldSkills International recognition

WorldSkills is an international organization that promotes vocational education and skills across the world. The main event of WorldSkills is the WorldSkills Competition, which is held every two years.

The competition brings together young people from around the world to compete in over 60 skills, including several from the hospitality industry. The competition is a showcase of the best young talent in each skill area and is judged by industry experts.

The 46th WorldSkills Special Edition Competition took place in the second half of 2022, in several different countries, with many important competition events happening in and around Switzerland.

In recent competitions, Swiss professionals have shown their exceptional skills in the hospitality industry by bringing home several medals:

#### **2022 - Montreaux, Switzerland**

Tim Oberli, Silver medal in Hotel Reception

#### **2022 - Lucerne, Switzerland**

Shania Colombo, Bronze medal in Restaurant Service

#### **2019 - Kazan, Russia**

Martina Wick, Gold medal in Restaurant Service

As ambassadors of vocational education in Switzerland and around the world, we are incredibly proud of these young professionals!



Making guests happy  
makes me proud!

-Tim Oberli

# Swiss world champions

## Hotel Reception World Champion: Tim Oberli

Tim Oberli, from the Bürgenstock Resort, won the silver medal in the discipline Hotel Reception at the WorldSkills Special Edition Competition in Lucerne in 2022.

The 19-year-old—from Wiesendangen, Switzerland—became a Swiss champion in his discipline two years ago, at SwissSkills. Since then, he has been preparing intensively for the WorldSkills championships with the support of his expert Egidio Marcato.

"Every day brings new challenges, mastering them and making guests happy makes me proud," the medal winner was quoted as saying in a SwissSkills statement.

Since the competition, Tim was promoted to Assistant Reception Manager at the hotel where he works— the Bürgenstock Resort, one of the finest hotels in Switzerland.

Tim also works as a Co-development Ambassador for our educational partner WIGL, providing support for the learning content of our Hotel Reception Training. Additionally, he is the course avatar for the training, guiding students through the interactive digital content.

We're happy to have Tim on board!





80 percent of success happens in the mind.

-Shania Colombo

# Swiss world champions

## Restaurant Service Champion: Shania Colombo

From Thurgau, Switzerland, 20-year-old Shania Colombo won the bronze medal in Restaurant Service at WorldSkills Special Edition Competition 2022, making her one of the best hospitality professionals in the world.

For Shania, the bronze medal is worth its weight –she prepared months in advance and spent a month working in Hong Kong in preparation for the competition.

When asked what part of the competition she liked most, she mentioned she liked showing her skills of flambéing in front of guests and: "I enjoyed banquet service and fine dining the most. I was able to finish a six-course meal in front of guests and scoop from platters."

Shania's advice for young professionals is mental training: "80 percent of success happens in the mind. And, you have to plan breaks in your training."

Right after the competition, Shania was requested to participate as an expert judge in a young talents competition. After this assignment as an expert, she started working at the Swiss Waldmannsburg Restaurant in the service department. Shania also plans to start the hotel management school in Lucerne.

Well done, Shania!

# Frequently asked questions

## **What is the scope of the trainings? And how are they structured?**

Online: The training is divided into different modules and is offered in many different languages. It can be accessed online from anywhere (at work or at home) with a computer, tablet or mobile phone. It combines theory and practice, and is designed so learners can work autonomously or in groups. It should be completed before starting in-house learning.

In-house: This portion of the training will be done at the location chosen by the company.

In-house learning can be conducted by in-company or GSL trainers. During the in-person learning, trainers work closely with learners, and demonstrate the variety of methods, techniques and procedures that have been learned online.

## **What does the online part of the training look like?**

The courses can be completed online using a smartphone, tablet, or computer by accessing our learning platform. The online portions are structured into different theoretical and practical parts. Knowledge is obtained through theory, quizzes, videos, etc. For example, learners watch videos which guide them through the process. After each module, there are learning checks, and learners have the opportunity to reflect on and document what they have learned. You can explore our online platform further in this video:

[Explore our platform.](#)

## **How long do each of the trainings take? What is the minimum time investment?**

Each training at the Essential level require 250+ hours of learning. This timeframe takes into consideration that students will take time to understand the processes, repeat the recipes and thus have the opportunity to assimilate all the knowledge presented. Ultimately, the length of the training will depend on the learner's pace.

## **How will the learner be evaluated?**

There is an exam at the end of each chapter, and the student must reach a certain percentage to move on to the next step. In addition, the student must submit their results via the e-learning platform and will receive evaluation and feedback from their trainer.

## **What certification is obtained at the end of a training?**

Upon successful completion of the in-house training and the digital learning, we offer industry certification, issued by Global Swiss Learning.

# Contact us

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