

INDUCTION WEEKEND

Over the induction weekend at Hotel Institute Montreux, students will be involved in an orientation program. This gives an introduction to the courses and lifestyle at school.

A series of checkpoints are set up to help students get acquainted with the school. Uniform, class schedule and books will also be distributed during this time.

We strongly recommend for you to arrive no later than 4 p.m. on Sunday.



2. What to Bring



UNIFORM

Uniforms are to be worn by all students from Monday to Friday from 7 a.m. until 7.30 p.m.

Female students will receive:

- 1 school blazer
- 1 skirt (knee length) or 1 pair of trousers
- 1 scarf

To complete the school uniform, female students are asked to bring:

- 6 white blouses with collar - long sleeves, cotton, classic style
- 2 black skirts or trousers (restaurant uniform)
- 2 pairs of comfortable black shoes
- 1 grey or black wool sweater/pullover (to wear under the uniform jacket)
- 6 pairs of tights/stockings - beige, black or grey

Male students will receive:

- 1 school blazer
- 1 pair of trousers
- 1 tie

To complete the school uniform, male students are asked to bring:

- 6 white shirts - long sleeves, cotton, classic style
- 2 black trousers (restaurant uniform)
- 2 pairs of comfortable black shoes
- 1 grey or black wool sweater/pullover (to wear under the uniform jacket)
- 6 pairs of black socks

Additional blazers, skirts, trousers, scarves and ties can be purchased from the housekeeping department. For prices, please contact the reception. Students in terms 6 and 7 of the Bachelor programme and Master students may wear their own business suit.

What to Bring



ADDITIONAL CLOTHING

You should bring a business suit (to be worn when uniform is being cleaned; a uniform dispensation is required from reception).

For winter weather

- Thick padded jacket or overcoat
 - Sweaters
 - Gloves and scarves
 - Sturdy waterproof shoes
 - Warm hat
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For special events

A traditional costume from your home country could prove to be useful for special events.

SMART CASUAL DRESS

When you are not in school uniform, bear in mind that as a student of a hotel management school, it is important that the image you project is professional. During the opening stages of the term our lecturers may advise you on your dress. Please take these comments as sound advice and act accordingly.

Make sure that you maintain these standards during both the academic term and your internship!

NAME TAG

You will receive a name tag and a school pin and are required to wear them during class hours and while on professional excursions. (The name tag is to be worn horizontally on the left side of the chest).

LAPTOP

Although the school provides a modern IT resource center, we encourage you to bring your own laptop. Laptops must be formatted to connect to the school network. This will be organized by the IT helpdesk when you arrive at school.

Please note that it is essential that your computer is running an English operating system (Windows or Mac). If you do not have an English operating system it will be available to purchase at a discounted student rate.

INTERNATIONAL POWER ADAPTOR

Below is a picture of a Swiss power socket. An adaptor may be required to plug in electrical appliances; such devices are usually available from travel shops and in airports.



MISCELLANEOUS ITEMS

- Alarm clock
- Calculator
- Dictionary
- Toiletries (shampoo, etc.)
- Stationery supplies (pens, pencils, paper, paperclips, etc.)
- Backpack/book bag
- Laundry bag

What to Bring

- Travelers money belt
- Umbrella and raincoat
- Small sewing kit
- Photocopies of important documents such as passport, previous education qualifications and work experience

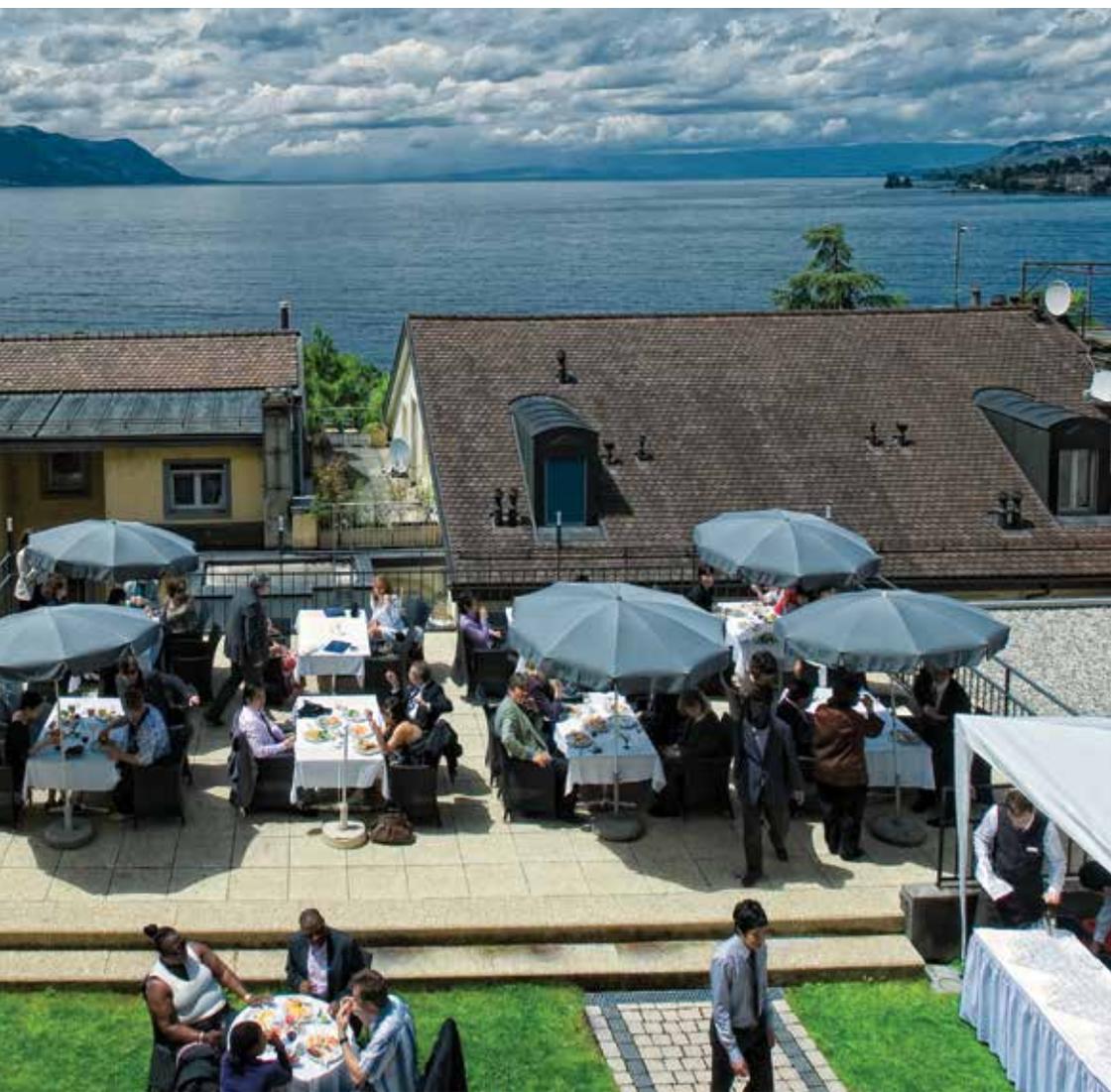
POCKET MONEY

Students will require pocket money in order to purchase toiletries, postage, phone calls and participate in leisure activities outside of school hours. The amount depends on the leisure activities undertaken, but a suggested minimum amount is CHF 100.- per week.

ITEMS FORBIDDEN ON ALL CAMPUSES

- Electrical appliances such as irons, heating elements, rice cookers, toasters, cooking appliances, etc. (Hair dryers and sound systems are permitted). This is a very important fire prevention rule
- Weapons and substitutes (pocket knives) are strictly forbidden
- Only medicines issued on prescription by a registered doctor may be brought to school. Hotel Institute Monreux has a no drugs policy, inside and outside campus
- Alcohol - no alcohol is to be brought on to the school premises by students





3. Life at Hotel Institute Montreux



STUDY FACILITIES

Campus

The Hotel Institute Montreux campus includes several locations, mainly Hotel Europe and Hotel Miramonte.

The Academic Center located next to Hotel Europe holds the main classrooms, lecturers' offices, administration office and the Academic Dean's office.

Training Restaurants

Term 1 students will train in restaurant service in the restaurants on campus: Gate 85 and Garden Café, which offer buffet-style service and One5, which offers fine dining service.

Learning Resources Center

A full time librarian is on hand, in the well-stocked library, to assist with your ques-

tions. Students also have access to a wide range of online catalogues and articles.

RECREATIONAL FACILITIES

Restaurants

You will have the choice to eat in any of the restaurants available on campus: Gate 85, Garden Café and One5. All meals in these restaurants are included in your fees (One5 upon reservation).

Internet Café and Coffee Beans Lounge Bar and Terrace

Coffee Beans offers a wide range of hot and cold beverages, snacks and sandwiches as well as free computer access and an outside terrace with view of Lake Geneva and the Alps.

Gym

Hotel Institute Montreux has a number of membership cards for the local gym that can be borrowed by students. The cards are available at the reception desk of Hotel Europe (upon availability). This service is free of charge, but the cards must be returned within two hours.

Spa

Located in Hotel Miramonte, the spa, equipped with a jacuzzi, sauna and hammam is available for you upon reservation. Bookings can be made at the reception of Hotel Miramonte.

Vending Machines

Vending machines are located throughout all the main buildings at Hotel Institute Montreux.

OTHER FACILITIES AND USEFUL INFORMATION

Room Key

Each live-in student will be issued with a key to their room, which should be kept safe. Lost keys will be replaced at a cost of CHF 150.-. Your key must be returned to the reception at the end of the term.

Laundry Room

A fully equipped student laundry is available in all of the accommodation buildings, with washers, dryers, irons and ironing boards. These facilities are card-operated. Cards are available to purchase from the reception.

School E-mail

At the beginning of term, all students are provided with a school e-mail address through which they will receive all school related information. You are required to check your e-mail on a regular basis in order to keep up-to-date with the school's operations.

IT support is available for questions and assistance with all technical issues.

Mail

Incoming student mail will be distributed daily to the students pigeon-hole (located next to Coffee Beans entrance in Hotel Europe and behind the reception area in Hotel Miramonte).

Telephone Calls and Faxes

Students who have a phone in their room may receive outside calls. The number, which is found in the room, should be communicated to your relatives. Students can make outside phone calls from their rooms using pre-paid calling cards (available in nearby stores).

Faxes destined to students can be sent to the reception fax at the following number: +41 (0)21 966 46 00. Faxes should display the name of the recipient who will be informed by e-mail that a fax has been received and is available for pick-up. If you wish to send a fax, you may do so from the reception for a minimal charge.

EVENTS

Having a good quality of life includes having access to sports, physical activity, the outdoors, excursions, museums, arts, local heritage, festivals, individual hobbies and interests. At Hotel Institute Montreux the Sports and Leisure Coordinator works hard to organize a wide variety of sport and leisure activities throughout the term.

Ice-Breaker Cocktail

At the beginning of every term the food & beverage department organizes a welcome cocktail where all students are invited to meet and get to know each other.

International Recruitment Forum

Twice a year students are given the opportunity to meet with hospitality industry leaders from around the world at the Swiss Education Group International Recruitment Forum (IRF). The IRF takes place in March and October and welcomes hotel groups, boutique hotels, resorts, airlines, cruise lines and many other hospitality industry groups. At the forum, students attend presentations, meet with industry representatives and can be interviewed and recruited for full-time employment as well as internship positions. A great opportunity to network for future job opportunities.

Master Classes

Every term a series of master classes are proposed to students who wish to gain in-depth knowledge of hospitality industry related products such as wines, champagne, spirits, cigars and many more in a fun and interactive way. Industry experts are brought in to share their passion and

knowledge through lectures, practical classes and demonstrations. Classes are not mandatory and a minimal charge applies.

Theme Nights and Banquets

As part of their curricular program students organize banquets, which are fantastic events at Hotel Institute Montreux! The food & beverage department also organizes theme nights and banquets throughout the term

Wine Trip

Ever year the school organizes a wine trip for students, to learn more about the wines studied during classes and giving students the opportunity to discover new regions.

Sports Day

Twice a year a sports competition is organized between all of the Swiss Education Groups schools; all students are invited to join a team and cheer for their school!

Graduation Ceremony

This important event in the life of a student is hosted in an exclusive venue in Montreux. After the ceremony all graduating students and their guests are invited to a dinner cocktail party.

Note: these events are subject to change.



USEFUL CONTACTS

The main contact address is:

Hotel Institute Montreux
Av. des Alpes 15
CH-1820 Montreux, Switzerland
Tel. + 41 (0)21 966 46 46
Fax + 41 (0)21 966 46 00

For general information:

reception@him.ch
Tel. +41 (0)21 966 46 46

For admission purposes

(e.g. enrollment, visa, etc.):

admissions@him.ch
Tel. + 41 (0)21 965 40 20

For academic information:

academic@him.ch
Tel. + 41 (0)21 966 47 41

For your room location:

rooms@him.ch
Tel. + 41 (0)21 966 48 48

For health insurance matters:

health-insurance@him.ch
Tel. +41 (0)21 966 47 08

For sending information about your flights (airport pick-ups):

airport@shms.com

Emergency phone number:

Tel. +41 (0)21 966 47 77 (Hotel Europe)
Tel. +41 (0)21 966 48 99 (Hotel Miramonte)

Emergency numbers are attended 24 hours a day
and should only be used in case of emergency.

4. Academic Services



Academic Office

Assists students with any administrative issues related to academics: study attestations, records of achievement, diplomas, class schedules, module exemptions, etc.

Administration Office

Available for any questions regarding student visas, resident permits, invoices and other enrollment information.

Internship Office

The internship office places Year 1 and Postgraduate Diploma students for professional training in Switzerland or abroad. They also assist returning students with their internship questions.

Study Adviser Scheme (SAS)

The study adviser scheme provides students with assistance and guidance in their academic studies by offering addi-

tional support in a variety of subjects.

Module Exemption Procedure

Students who have thorough knowledge or qualifications in a module may be exempted. Exemption requests must be made during the first two weeks of the term. The appropriate form, available from the academic office must be submitted to the module lecturer in the first week of the academic term accompanied by supporting documents (transcripts, course descriptions and learning objectives).

Copiers and Printers

Each student will receive a photocopy card with credit for printing (included in the fees). If necessary, additional credit can be purchased from the reception.

5. Your Life on Campus



Accommodation

At the time of your enrollment you have chosen one of the following room types:

- Double standard (included in the fees)
- Single standard
- Double deluxe
- Single deluxe
- Double premium
- Single premium

Double standard rooms are reserved upon the reception of the deposit payment. All other room types can only be confirmed once full payment of school fees has been received. Allocation is made on a first paid, first served basis.

Holiday Periods

Accommodation is included during the term break periods for students immediately continuing onto the next term. Ac-

commodation can be provided on any of the Swiss Education Group campuses.

Housekeeping Service

Linen and towels are provided for students and rooms are cleaned once per week by the housekeeping team. Students are required to keep their room at an acceptable level of tidiness at all times.

Meals

Full board is provided seven days a week, three meals on weekdays and two meals (brunch and dinner) at weekends.

A range of options are offered at all meal times with vegetarian and non-pork/ beef menus are available. Students requiring a special diet due to medical reasons should inform the student counselor upon their arrival at school. A medical certificate will be required.

For students who observe Ramadan, special arrangements for meals can be arranged upon request.

Student Counselor

The student counselor is available for students who wish to discuss health issues or social problems. Any medical problem that may prevent you from attending class will need to be reported immediately to the student counselor.

Sports and Leisure Coordinator

A Sports and Leisure Coordinator is at the disposal of students and will be organizing weekly sports activities as well as excursions.



6. Other Facilities and Useful Information



Reception

The reception staff are at your disposal from Monday to Friday. Outside of opening hours a residence supervisor is on call.

Luggage Room

During your internship periods you will have the opportunity to store one piece of luggage or one standard box in the school's luggage room for a maximum period of six months. All items must be clearly labelled and locked or sealed. This service is free of charge and the school will not be held responsible for any damages or loss of possessions stored.

Parking

Parking spaces are limited and should be requested in advance. For more information, please contact your local representative or the reception.

Health Care and Medical Insurance

Hotel Institute Montreux provides its students with health care coverage (including the daily cost of hospitalization in a shared room) and for corporal accident both on and off school premises in Switzerland and abroad. In case of accident or illness, students should first contact the reception or the student counselor who will organize further action. Only medicines prescribed by doctors are covered and dental care is not included in the coverage. All medical bills should be forwarded to the school's health insurance coordinator and must not be paid by the student.

Medicines

Some standard medicines are available at the student counselor's office or the front desk in case of emergency. For legal reasons, you will have to sign a discharge every time you ask for medicine.

Refundable Deposit

This deposit is a security deposit from which the following can be deducted (this list is not exhaustive):

- Collective damages: these are damages that cannot be allocated to a student in particular and are therefore split between all students
- Yearbook
- Deductible for health insurance
- Unpaid school fees under CHF 100.-

The refundable deposit is paid once in full and in the following terms the student will pay what has been used during the previous term.

The refundable deposit will be refunded six months after the end of the last academic term.

Safety and Security on Campus

All Hotel Institute Montreux buildings are equipped with camera surveillance.

A door code is used to access buildings outside of school hours. The code, which is regularly changed, should not be given to any outside person under any circumstances.

A fire drill will be carried out at the begin-

ning of the term and for your own safety, you should familiarize yourself with emergency procedures and fire escape routes.

Smoking Areas

For safety reasons, smoking is strictly prohibited except in designated areas.

Visitors

Visitors are more than welcome at Hotel Institute Montreux during certain hours. All visitors must report to the reception upon arrival and be provided with a visitor badge. An identification document will have to be presented.

7. Montreux and Switzerland



MONTREUX

General Information

Hotel Institute Montreux is located in the heart of Montreux, on the shores of Lake Geneva in French-speaking Switzerland.

Montreux is described as the *pearl of Switzerland* and is visited by hundreds of thousands of tourists each year. It has a mild climate and its location next to Lake Geneva at the foot of the Alps makes it a resort with much to offer its visitors.

Visitors can enjoy the many museums, castles, festivals, exhibitions and sight-seeing which the region offers. Those who enjoy sports are spoilt for choice with water sports on the lake in summer, or ice-skating and skiing in the Alps during winter. In the evenings Montreux offers a great nightlife including restaurants, bars, cabarets, clubs and a casino.

Montreux is located within easy distance by car, train or air to many other European cities such as Paris, Milan, Vienna, Barcelona, London, Berlin, just to name a few!

Hotels in Montreux

Due to space limitations, Hotel Institute Montreux is unable to provide accommodation for guests. However, the school has preferential rates at several hotels in Montreux, please contact the reception for further details.

To find information about rates and availability of hotels in Montreux, please visit the following website: www.montreux.ch

PUBLIC TRANSPORT

Public Buses

Public buses are available between Montreux, Vevey and Villeneuve. For timetables, please visit: www.vmcv.ch

Train

The train station is located two minutes walk from Hotel Europe. The Swiss railway system is very efficient and connects all major towns and cities. For timetables, please visit: www.sbb.ch

Taxis

Readily available at Montreux train station, they are however quite expensive.

ACTIVITIES

There are a vast range of activities, sites and destinations for students to enjoy during their time in Switzerland.

Local Region

From the Aquaparc in Le Bouveret, the world's largest maze at the Labyrinth Adventure in Evionnaz, Chillon Castle, on the shores of Lake Geneva, the Glacier of Diablerets and the wine and vine museum in Aigle, the local region abounds with places to discover.

Lausanne

Attractions include the Olympic museum, the *Quai d'Ouchy* promenade and the old town.

Geneva

Visit the St-Pierre cathedral and its ancient vaults, the old town and one of the most popular attractions, the *Jet d'eau*. An ideal destination for a shopping trip on a Saturday!

Bern

Switzerland's capital city has a very attractive old town with lots of style!

Highly recommended for an impressive Saturday excursion.

Zurich

Zurich is often referred to as the economic capital of Switzerland, it is a vibrant city, with a lot to offer and a variety of trendy bars and restaurants and a great nightlife.

Swiss People and Swiss Culture

Switzerland's independence and neutrality have long played a role in the country's culture. In more recent history, Switzerland has opened up to its European neighbors and is now an active member of the United Nations. Switzerland is active in many international organizations, but retains a strong commitment to neutrality.

Population and Language

Switzerland has a population of 7.7 million people. There are four native languages spoken and many people also have a good English level.

German	74%
French	20%
Italian and Romansh	6%

Economy

Switzerland is a prosperous and stable modern market economy with low unemployment, a highly skilled labor force and a per capita GDP (*gross domestic product*) larger than that of the big western European economies.

History

Switzerland's history has been greatly influenced by its geography, which divides the country into small regions. These regions were independent until 1848 when the country became a confederation. Since this time the number of regions joining the confederation has grown to a total of 26 that now make up the country of Switzerland.

Climate

Generally speaking, spring is wet and cool, summer is warm and dry with maximum temperatures up to 35°C. Fall is usually dry, but cool. Winter is cold and dry and the temperature may drop below 0°C, especially at night. The Alps usually get a lot of snow, but even at lower elevations, it is not unusual to get a snowfall. More info on: www.meteonews.ch

Airports

Geneva airport is the closest international airport to Hotel Institute Montreux (about one and a half hours by car or train). There are daily flights between Geneva and most European capitals. Zurich airport is about three hours drive.

Getting Around

The easiest and most affordable means of travel in Switzerland is by train. A half-fare card (*demi-tarif*) can be purchased at any train station and allows travel on trains at 50% of the normal fare. For more info, please visit: www.sbb.ch

Currency

The local currency is the Swiss franc. The franc notes come in CHF 10.-, 20.-, 50.-,

100.-, 200.- and 1,000.- denominations.

Banks

Banks are opened from Monday to Friday from 8 a.m. until 5 p.m. depending on the branch. Foreign currency and traveler's checks can be exchanged in most branches.

Foreign Embassies in Switzerland

www.eda.admin.ch/eda/en/home/rep/forrep.html

OTHER INFORMATION

Electricity

The main voltage is 220V.

Weights and Measures

Switzerland uses the metric system.

Telephone

Phone cards are available in Switzerland and can be bought from any post office or newsagency. For mobile phone subscriptions, enquire at a telephone shop.

Business and Shopping Hours

Most offices are open between 8 a.m. and 5 p.m. (Monday to Friday) while retail shops open from 9 a.m. until 6.30 p.m. (Monday to Friday) and 8 a.m. until 5 p.m. on Saturdays.

Religious Services

The predominant religions in Switzerland are Catholicism and Protestantism. Orthodox, Muslim, Jewish and Anglican communities are also established in most major cities of Switzerland. Some services are held in English, you will find more information in your local tourist information center.

Safety Tips

Although Switzerland is considered one of the safest countries in the world, some basic personal safety rules apply:

- Never leave your belongings unattended
- Don't let yourself be distracted at ATMs
- Don't carry large sums of cash or

valuables and always be discreet about them in public

- Never hitch-hike
- At night, stay on well lit streets and if possible travel in groups

In the unlikely event that something should happen, the school staff are available to assist students.





**FOR MORE INFORMATION
ABOUT SWITZERLAND,
YOU CAN VISIT THE FOLLOWING WEBSITES:**

www.swissworld.org

www.swissinfo.org

www.myswitzerland.com

www.about.ch

www.standortschweiz.ch

www.switzerland.isyours.com



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