

The Swiss experience

Practical internships are an important part of all our programmes. On the next two pages you'll find a short introduction to some of our students who have done, or are currently doing, an internship in Switzerland.

■ **Jie Yi Feng (China), Riffelberg Hotel, Zermatt**

We try to visit all our students doing an internship in Switzerland but not everybody is as lucky as Jie! She had five members of the "César Ritz" family visit her when she was doing her training. Messrs Ortiz, Gutzwiller and Konrad as well as Ms Gulbrandsoy from UCCR and Dean Spangenberg from WSU stopped at her restaurant when skiing in Zermatt. Jie was very happy to see them all and especially proud to show Mr Ortiz how she was using the service skills he had taught her. With a view straight up to the famous Matterhorn, Jie must have the training place with the best view.

■ **Philipp Schleife (Germany), Grand Hotel National, Lucerne**

"Having been given the opportunity to work at the five-star superior Grand Hotel National in Lucerne, I could enhance my practical skills right from day one of my internship. Through the support of the Front Office team and my own drive for knowledge, I was able to apply what I had learned at "César Ritz" Colleges to everyday workplace situations. As I could work in all sections of the Front Office, it



Jie Yi Feng with representatives from "César Ritz" at the Riffelberg Hotel, Zermatt

was an exciting experience. The international atmosphere I got to know at "César Ritz" prepared me to work successfully with different kind of people."

■ **Christine Onunda (Kenya), Golf Hotel René Capt, Montreux**

"I am doing my internship in the Food and Beverage Department, mainly in Service, but I also had the opportunity to do two weeks of Housekeeping. My best experience so far was when I was given the responsibility to do the orientation of the new trainees. I found this very fulfilling. Some of the subjects that have been most useful were Service, Communication, Leadership and Organizational Behaviour. I am eager to learn and looking forward to being given more responsibility."

■ **Kate Stoian (Russia) & Nadine Grosser (Germany), Renaissance Hotel, Zurich**

Kate: "I work in Reception as well as in the Club Lounge. In Reception I do daily operations like check-ins and check-outs while in the Club Lounge I do morning and evening duties including Service and Guest Relations."

Nadine: "This is my second internship at the Renaissance and this time my title is Food and Beverage Coordinator. I am responsible for the reservations, seating charts and guest relations for the Asia Food and Culture Festival as well as the New Year's Eve celebrations. I also sometimes work as a supervisor for breakfast and lunch service in the restaurant."



Philipp Schleife at the Grand Hotel National, Lucerne



Christine Onunda with Ms Purslow, Hotel Manager at the Golf Hotel Rene Capt, Montreux



Kate Stoian with HR Coordinator Nadja Weinhold and Nadine Grosser at Renaissance Hotel, Zurich