



**ADVANCED DIPLOMA  
IN ROOMS DIVISION  
- FRONT DESK -**

BARCELONA 2023

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# We are shaping the future of the hospitality education system!

## Dear Future Student,

With campuses throughout the United States & Spain, Hospitality Academy offers accredited education that has been specifically designed for the modern hospitality student. Students increase their knowledge with business administration courses all while focusing their studies with specialized hospitality electives, learning more about what they are truly passionate about. In addition, our programs are built to propel our students into the next level of their careers, offering practical experiences in luxury hospitality properties.

The goal of our programs is to prepare our students to lead within the hospitality industry. Through the knowledge gained in business processes and operational management, our students are able to transform an existing organization or open a successful business of their own!

We believe that everyone should have access to education allowing career growth. **We specialize in taking international students abroad and offer help with visa processes to remain in the country during and after their studies.**

We ensure our students are given all of the **tools to have a successful international career** by providing our students with an accredited education, all while being both affordable and of the highest quality.

**Hospitality Academy is more than a school, we are your passport to the world of hospitality!**



# ABOUT US

# WHO WE ARE

Hospitality Academy is a multi-platform learning experience aimed at hospitality students and professionals wanting to boost their skills and knowledge with the most up-to-date, extensive, and affordable courses available. Due to our unique learning platform and innovative approach to education, students will be able to adapt their learning path around their own goals!

- Do you want to gain a recognized accreditation for your CV?
- Are you looking for assistance in finding a hospitality placement?
- Do you want to take your career abroad?

If any of these apply to you, Hospitality Academy will be able to help you fulfill your wishes, all whilst providing a professional service in which we put our heart and soul!



# OUR MISSION

We are a dynamic and multicultural team of professionals, willing to offer a specialized and high-quality service by matching each student with the perfect educational program abroad that will transform their lives and propel them into their dream career path by giving them all the keys to success within a competitive, demanding, and globalized hospitality industry.

# OUR VISION

Connecting the cultures of the world by helping people obtain a worldwide passport and opportunities abroad and contributing to global understanding.

## GET OFFICIAL CERTIFICATION

Through the Hospitality Academy, you will be able to get an accredited degree to the level that you wish, whether it is a bachelor's or master's degree. The certification is recognized worldwide and will open doors across the globe.

## EXTEND YOUR STAY IN THE COUNTRY YOU ARE IN!

Turn your educational experience into an enriching career! As a part of our programs, we will help you to extend your stay in the United States or in Spain to continue your growth in the hospitality industry!

## GAIN ACCESS TO OUR ALUMNI NETWORK

Once admitted into Hospitality Academy, you will gain access to one of the largest networks of hospitality students and professionals. You will also have a permanent, exclusive invitation to any and all recruitment events that we will hold.

# WHY CHOOSE HOSPITALITY ACADEMY?





## INNOVATIVE APPROACH TO LEARNING

Our programs cover a wide range of content, from hotel management to entrepreneurship, from new trends and technologies to finance and marketing. These programs provide students with a unique set of skills to excel in a leadership role within this evolving industry. With many programs available, students have the opportunity to learn with a combination of flexible online courses, classroom teaching, and the opportunity for professional practice. We are confident that we have programs suitable for any learning style!

## GAIN EXCLUSIVE ACCESS TO THE BEST HOSPITALITY RECRUITMENT TOOLS AVAILABLE

We partner with industry leaders to provide our students with the practical training opportunities offered as a part of our study programs. Students will receive the best work placements available at the time of application. Furthermore, in addition to working while studying, upon completion of your degree we will provide you access to our recruitment services to continue your career in the United States, Spain or anywhere across the world.





# BARCELONA CAMPUS



Barcelona has a beach feel with the city's vibrancy, it is the perfect location for everyone! Barcelona is a major economic power in Spain, where many businesses are flourishing. It fosters a large community of innovative entrepreneurs and booming startups. Those that choose to live in Barcelona enjoy a very reasonable cost of living with endless opportunities to experience Spanish culture, indulge in Mediterranean delicacies, and enjoy the active environment of the city.

For those wanting to work in hospitality, Barcelona is your professional heaven! Spain as a whole attracts more tourists than any other country in the world, next to France. At the forefront of this bustling tourism industry is the city of Barcelona. Due to its proximity to the beach, its iconic architecture, and a number of incredible tourist attractions—millions of tourists flock to the city every year.

When you start your education in Barcelona, you will gain a valuable head start with the booming industry of this city, leading to a more enriching career. Students gain impressive qualifications, and experience for their CV, all while living in one of the most beautiful cities in the world!



Welcome to the first step  
of the rest of your life.

Welcome to Barcelona

**Your student life  
in Barcelona:  
Live and breathe  
history!**

There is nothing more enriching than walking in the steps of some of the greatest artists and designers in history. This will be the journey you take every day upon traveling to and from your classes and internship. Studying in Barcelona means experiencing history and culture as a daily part of your life.



## Learn one of the fastest-growing languages at its birthplace

Languages are important in any industry, especially in the hospitality industry. Spanish has currently ranked the fourth most widely spoken language in the world and is considered to be an essential language of Europe and the Americas.

## Become interconnected with the global center of hospitality

Europe is both the birthplace and the global center of the hospitality industry. When studying in Spain you will be able to take advantage of the country's sophisticated travel links to explore the rest of the continent. Here are just a few examples:

- Milan- 1hr 45 min flight
- London- 2hr 30 min flight
- Paris- 2hr flight - Lisbon 2 hr flight

## Enjoy life like only the Spanish do

Life isn't only about studying, to work hard you also have to play hard! While on your program in Barcelona you will have access to a wide range of nightclubs, bars, and restaurants for when you've finished your productive day and are ready to take a night off. On top of this, the city is home to many neighboring beaches and mountains for when you get tired of city life and need a more peaceful break.

# STUDENT TESTIMONIALS

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# SANDRA VILLEGAS

COLOMBIA

Advance diploma in rooms division - Front Desk-  
Campus: Barcelona

" Hospitality Academy has been of great help in helping me achieve my dreams! I am currently working as a Front Desk Agent at the Mandarin Oriental hotel. I could not have done it without the HA team! "

# OUR PARTNER HOTELS

Hospitality Academy is not simply a school, but the stepping stone to a long and flourishing career in the hospitality industry. To this day, we have partnered with numerous prestigious hotels and restaurants all across the globe to offer our students the best assistance when securing an internship or postgraduate position.





The hospitality and travel industry is one of the biggest employers in the world!

## EMPLOYABILITY

Currently, 4 out of 10 jobs in the world fall under the hospitality sector. Having a degree in hospitality management allows students to work in one of the fastest-growing industries in the world.

General courses provide a foundation in communication and personal skills, while business courses develop the necessary skills to understand management and accounting principles.

Hospitality Academy offers online and on-campus programs that combine lectures, assignments, and work experience.

## PROFESSIONAL EXPERIENCE

Hospitality Academy emphasizes the importance of practical education in shaping future hospitality professionals. By enrolling in certain programs, students will be able to gain valuable work experience while enhancing their academic competencies! Not only will students learn business and hospitality theory but they will be tasked to apply this knowledge in real-world hospitality properties.



# OUR PROGRAM

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At Hospitality Academy, our main priority is you: the student. As such, all of our programs are tailored towards the modern hospitality student, we do this by combining the convenience provided by modern learning techniques as well as with the extensive skills and knowledge that have previously been passed down by more traditional hospitality schools. You will be able to customize your learning path based on whether you would like to study in person or online, which subject matter you would like to specialize in, your choice of internship, your classification of degree, and many more customizable options!

**ACCREDITED BY:**



**Universidad Europea  
Miguel de Cervantes**



# Advanced Diploma IN Rooms Division - Front Desk -



BARCELONA



BLENDED



DESCRIPTION	<p>This six-month diploma consists of different modules that will help students learn about the importance of marketing and its tools in current organizations, increase their capacity in the field of marketing management and help them understand and analyze the organization, information, and processes of the reception department. In addition, this program will provide them with the necessary English knowledge to allow them to apply the communication and customer service techniques and skills commonly used in tourist establishments. Upon successful completion of this diploma, students will have acquired new knowledge, education, and international practical experience.</p>
DURATION	6 months
DELIVERY OPTIONS	Blended Learning
REQUIREMENTS	High School Diploma
WHAT JOBS CAN I GET?	Front Office Manager, Hotel Manager, Operations Manager, Accounts Manager

# Syllabus

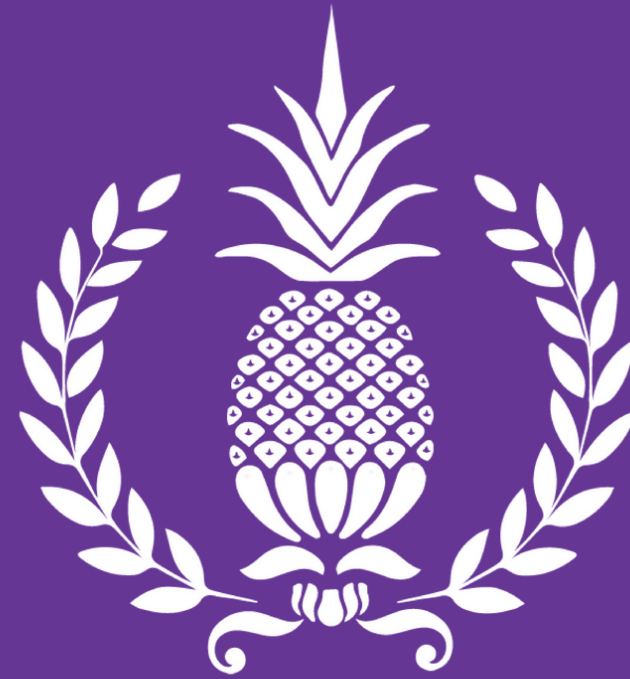
## SALES AND CUSTOMER SERVICE

- Customer service
- Customer Service in the Commercial Process
- Excel 2013 Advanced
- Telephone attention
- Commercial communication
- Organization of Sales Processes

## RECEPTION SERVICE IN HOSPITALITY WITH ENGLISH AND COMMUNICATION SKILLS AND EFFECTIVE CUSTOMER SERVICE

- Organization and provision of reception service in accommodation
- Professional English for Tourism
- Communication, Customer Service in Hospitality and Tourism





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# THE APPLICATION PROCESS



## 01 CHOOSE YOUR PROGRAM

Find the program that suits your career goals, ensuring you meet the minimum requirements

## 02 APPLY FOR THE PROGRAM

Complete the online application form and settle the registration fee

## 03 ADMISSIONS INTERVIEW

An Admissions Specialist will contact you to schedule your admissions interview. During this call we will talk about the next steps of the application process.

## 04 PREPARE ALL DOCUMENTS

Submit the required documentation for admission review.

## 05 RECEIVE ACCEPTANCE LETTER

Once accepted into your desired program, you will receive an offer of admission and the Hospitality Academy Enrollment Agreement. You will be asked to settle your next installment of tuition before proceeding with the visa process.

## 06 VISA PROCESS

Follow the instructions of our dedicated visa team

## 07 WELCOME TO BARCELONA!

Start your educational journey in Barcelona!

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# Contact us for more information

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