

**« Hospitality »  
Hotels & Tourism – Program with alternatives – 1 day**

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0800	<b>introduction – mission / objective</b> <ul style="list-style-type: none"><li>- mission, objective, methodology</li><li>- definitions and expectations</li></ul>	presentation discussion basic manual
	<b>general human behaviour (I)</b> <ul style="list-style-type: none"><li>- first impression</li><li>- limits of personal liberty</li><li>- status and hierarchy in an enterprise</li><li>- multicultural attitude</li></ul>	presentation discussion examples manual "Use of titles" manual "Cultural divide"
1000	break	
1030	<b>general human behaviour (II)</b> <ul style="list-style-type: none"><li>- greeting - address and introducing</li><li>- host and guest – expected attitude</li></ul>	presentation discussion examples basic manual
	<b>table manners</b> <ul style="list-style-type: none"><li>- seating arrangement, posture, cover</li><li>- cutlery, smoking, conversation</li><li>- to rise and changing place/table</li></ul>	<b>presentation</b> discussion examples basic manual
1215	lunch in common	
1345	<b>invitations</b> <ul style="list-style-type: none"><li>- host and guest</li><li>- expected attitude</li></ul>	presentation discussion basic manual
<i>or</i>	<b>receiving</b> <ul style="list-style-type: none"><li>- organisation and carrying out</li></ul>	presentation discussion manual "Receiving"
1530	break	
1545	<b>clothing</b> <ul style="list-style-type: none"><li>- fashion trends &amp; style</li><li>- dress code</li><li>- formal and private occasions</li></ul>	presentation examples discussion manual "Dress code"
<i>or</i>	<b>correspondence</b> <ul style="list-style-type: none"><li>- form &amp; style</li><li>- writing paper and visiting cards</li><li>- answers, thanks, congratulations, condolence</li><li>- E-mail, Internet, cellular, phone, fax</li></ul>	presentation discussion examples manual "Correspondence"
1730	End of the seminar	