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Working in Tourism

Vocational training opportunities and courses at universities in North Rhine-Westphalia

Ausbildungsmöglichkeiten und Studienangebote
in Nordrhein - Westfalen

Ways to work in Tourism

Vocational Training in the „Dual System“ Characteristics: two places of learning >> company and vocational school	Full-time vocational training at school	Courses at universities	Additional qualification
(governed by federal law)	(governed by federal state law)		(regulated by the Chamber of Commerce and Industry)

Vocational Training in the „Dual System“

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| <ul style="list-style-type: none">• Cook• Specialist kitchen• Specialist in the hospitality industry• Specialists for bath operations• Event Manager• Tourism salesman for private and business trips• Businessman for tourism and leisure• Specialist for restaurants and event catering• System gastronomy specialist• Hotel management assistant | <ul style="list-style-type: none">• Koch• Fachkraft Küche• Fachkraft im Gastgewerbe• Fachangestellte/r für Bäderbetriebe• Veranstaltungskaufmann• Tourismuskaufmann/-frau für Privat- und Geschäftsreisen• Kaufmann/-frau für Touristik und Freizeit• Fachmann/-frau für Restaurants und Veranstaltungsgastronomie• Fachmann für Systemgastronomie• Kaufmann/-frau für Hotelmanagement |
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Cook



Type of training	Dual training
Duration of training	3 years
Places of learning	Training company and vocational school
What do you do in this job?	Cooks do all the work involved in preparing food. Once they have a meal plan, they buy food and ingredients, prepare them, or store them if necessary. They organize the work processes in the kitchen and ensure that the dishes are prepared on time and in the correct order.
Where do you work?	Employers: Cooks find employment in kitchens of restaurants, hotels, canteens, hospitals, nursing homes and catering companies



Which school-leaving certificate is expected?

Legally no particular education is required. In practice, companies mainly hire trainees with a secondary school leaving certificate or an intermediate qualification.

What is important?
Requirements?

- Organizational skills, ability to work in a team
- Diligence and a sense of responsibility
- Dexterity and a good physical constitution
- Creativity

School subjects

- Mathematics (when calculating)
- German (when welcoming and looking after guests)
- Chemistry (knowledge of food)
- Home economics (e.g. when creating menus)

What do you earn in an apprenticeship?

Exemplary training allowances per month:
1st year of training: €700 to €1,000
2nd year of training: €800 to €1,150
3rd year of training: € 950 to € 1,300

Specialist for restaurants and event catering



Type of training:	Dual training
Duration of training:	3 years
Places of learning	Training company and vocational school
What do you do in this job?	Restaurant professionals set and decorate tables, greet guests, make recommendations for food and drink selections, and take orders. They also serve food and drinks, prepare the bill and collect the money. In addition, they prepare special events such as weddings or banquets.
Where do you work?	Restaurant professionals find employment in restaurants, hotels, inns and guesthouses, at catering companies, on cruise ships, in train restaurants



Which school-leaving certificate is expected?

Legally no particular education is required. In practice, companies mainly hire trainees with a intermediate school certificate or a secondary school certificate.

What is important? Requirements?

- Willingness to make contact, customer and service orientation
- Memory and arithmetic skills (for taking orders without tools) Commercial thinking and organizational skills
- Good physical constitution

School subjects

- Mathematics (for creating invoices and cashing up)
- German (for correspondence and guest contact)
- English (for contact with foreign guests)

What do you earn in an apprenticeship?

1st year of training: €700 to €1,000
2nd year of training: €800 to €1,150
3rd year of training: € 950 to € 1,300

Hotel management assistant



Type of training:	Dual training
Duration of training:	3 years
Places of learning	Training company (hotel) and vocational school
What do you do in this job?	Hotel clerks ensure that business runs smoothly and coordinate the various departments of a hotel, such as the restaurant, kitchen, accommodation and storage, take reservations at reception or check stock levels. But the main focus of their tasks is in the commercial and organizational area.
Where do you work?	Hotel assistants find employment primarily in hotels, inns and guesthouses



<p>Which school-leaving certificate is expected?</p>	<p>Legally no particular education is required. In practice, companies mainly hire trainees with a university entrance qualification.</p>
<p>What is important? Requirements?</p>	<ul style="list-style-type: none"> • Commercial thinking and negotiation skills • Communication skills and customer and service orientation • Organizational skills and flexibility • Intercultural competence and willingness to make contact
<p>School subjects</p>	<p>Mathematics (for accounting, purchasing and administration) German (for correspondence with customers) English and other foreign Economy (for planning purchases)</p>
<p>What do you earn in an apprenticeship?</p>	<p>Exemplary training allowances per month: 1st year of training: €700 to €1,000 2nd year of training: €800 to €1,150 3rd year of training: € 950 to € 1,300</p>

Tourism assistant for private and business trips

Type of training:	Dual training
Duration of training:	3 years
Places of learning	Training company and vocational school
What do you do in this job?	In business travel agencies, they take business travelers' requests, mainly on the phone or via digital media, find out about travel connections, suitable transport companies and accommodation options on the desired dates and make the bookings. They buy travel services from tour operators, arrange them into package deals and sell them over the phone, on the website, or through travel agents.
Where do you work?	In the first place tourism assistants for private and business trips find employment in travel or business travel agencies, with tour operators at incoming agencies (destination agencies) at cultural and exchange organizations with shipping companies or bus (travel) companies





Which school-leaving certificate is expected?

Legally no particular education is required. In practice, companies mainly hire trainees with a university entrance qualification.

What is important? Requirements?

- Communication skills, customer and service orientation
- Willingness to make contact, open-mindedness and intercultural competence
- Organizational skills (organizing business trips)
- Diligence (when calculating prices)
- Commercial thinking, negotiation skills and assertiveness

School subjects

- Geography (to be able to inform customer)
- German (for advising customers)
- English and other foreign languages (e.g. for communication with foreign accommodation providers and airlines)
- Mathematics (for the calculation of travel offers)
- Economics

What do you earn in an apprenticeship?

Exemplary training allowances per month:
1st year of training: € 797
2nd year of training: € 908
3rd year of training: € 1,052



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Assistant for tourism and leisure

Type of training:	Dual training
Duration of training:	3 years
Places of learning	Training company and vocational school
What do you do in this job?	You mediate and sell tourist products and services, you coordinate and market tourist and leisure activities, taking into account the needs of target groups and customers, plan events and ensure their organization. They work closely with local partners, build and maintain networks. They also inform and advise interested parties, if necessary in a foreign language.
Where do you work?	You find employment with tourist and leisure organizations at local and regional tourist offices, tourist information offices and tourist offices at excursion and travel companies, in leisure facilities, at companies in health and wellness tourism, in tourist industry associations and tourist promotion organizations



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<p>Which school-leaving certificate is expected?</p>	<p>Legally no particular education is required. In practice, companies mainly hire trainees with a university entrance qualification.</p>
<p>What is important? Requirements?</p>	<ul style="list-style-type: none"> • Commercial thinking, negotiating skills and assertiveness (developing tourism products) • Diligence (when calculating prices) • Communication skills and customer and service orientation • Willingness to make contacts and intercultural skills • Creativity and organizational skills
<p>School subjects</p>	<ul style="list-style-type: none"> • Economics • German (for information and sales talks) • Mathematics (for the calculation of tourism activities) • English and other foreign languages • Geography (for advice on climate in the target area)
<p>What do you earn in an apprenticeship?</p>	<p>Exemplary training allowances per month:</p> <p>1st year of training: €700 to €1,000 (hospitality), €1,068 (public service)</p> <p>2nd year of training: €800 to €1,150 (hospitality), €1,118 (public service)</p> <p>3rd year of training: € 950 to € 1,300 (hospitality), € 1,164 (public service)</p>



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Full-time vocational training at school

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| <ul style="list-style-type: none">• Health Tourism Assistant• Tourism and Event Management Assistant• Commercial assistant foreign languages• Tourist Assistant | <ul style="list-style-type: none">• Assistent*in für Gesundheitstourismus• Assistent*in für Tourismus und Eventmanagement• Kaufm. Assistent*in Fremdsprachen• Touristikassistent*in |
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Commercial assistant foreign languages



Type of training:	Full-time vocational training at school
Duration of training:	NRW: 2 years with A-level exam 3 years with secondary school certificate
Places of learning	Vocational school or college and 2 x 4-week internships in companies
What do you do in this job?	As a commercial assistant foreign languages, you can usually speak two different foreign languages. Therefore you are well prepared to take on your company's correspondence with other countries, write letters and make telephone calls with business partners.
Where do you work?	Commercial assistant foreign languages work in the tourism sector (hotels etc.) and in companies with export and import activities.



Which school-leaving certificate is expected?	A-level exam or intermediate school certificate
What is important? Requirements?	<ul style="list-style-type: none">• Good language skills in English and at least one other foreign language• Interest in business administration questions• Willingness to communicate• Enjoy dealing with other people
School subjects	<ul style="list-style-type: none">• Business Administration with Accounting• English and French or Spanish• IT and Mathematics• Biology or Physics• German/Communication• PE/Health Promotion• Politics
What do you earn after training?	Earnings depend on the operation area, region, state and negotiation skills.

Tourist Assistant

Type of training:	Full-time vocational training at school
Duration of training:	2 years
Places of learning	Vocational school or college and 2 x 4-week internships in companies
What does a tourist assistant do?	<p>Travel advice, planning and booking, whether on the beach, in the mountains or in a great city - everyone looks forward to their vacation months in advance.</p> <p>You are responsible for ensuring that customers receive their booking confirmation, doing billing and dealing with complaints. In marketing, you are primarily concerned with the conception and implementation of advertising measures and public relations.</p>
Where do you work?	Travel agencies, tour operators, bus companies, shipping companies





Which school-leaving certificate is expected?	Recommended: intermediate school-leaving certificate
What is important? Requirements?	Arithmetic skills, Linguistic proficiency, Concentration, Memory, Commercial ability, Ability to plan and organize, Oral skills, Text comprehension, Interest in commercial and organizational activities, Interest in social counseling activities, Interest in administrative and organizational activities, Flexibility
School subjects	In addition to the general subjects German, economics and social studies, there are many job-related subjects in your curriculum, such as tourist management and marketing. Foreign languages such as English, French and Spanish are also part of the curriculum.
What do you earn after training?	Earnings depend on the operation area, region, state and negotiation skills.

Courses at Universities

- **Business Administration – Tourism (B.A.)**
- Business Travel Management (B.A.)
- **Tourism, Hotel Industry and Catering Trade (B.A.)**
- International Hotel Management (B.A.)
- Hotel and Tourism Management (B.A.)
- **BWL – Tourismus (B.A.)**
- Business Travel Management (B.A.)
- Tourismus, Hotellerie und Gastronomie (B.A.)
- International Hotelmanagement (B.A.)
- Hotel- und Tourismusmanagement (B.A.)

Business Administration – Tourism (B.A.)



Type of training:	<p>Dual Studies</p> <p>A dual study is a university course with firmly integrated practical work in companies.</p>
Duration of training:	3 years
Places of learning	University / University of Applied Sciences and training company
What does a graduate in Business Administration - Tourism (B.A.) do after graduation ?	After successfully completing their studies, graduates of the tourism course are qualified for a wide range of professional fields. Areas in political and economic consulting as well as in tourism management are open.
Where does a graduate in Business Administration - Tourism (B.A.) work after graduation?	Depending on the focus of your studies, you are often led to the hotel industry, to travel and tourist offices, to amusement parks or to excursion or cruise companies.



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<p>Which school-leaving certificate is expected?</p>	<p>University entrance qualification</p>
<p>Qualification Requirements for dual studies Requirements?</p>	<ul style="list-style-type: none"> • Intercultural interest • Knowledge of foreign languages • Willingness to communicate • Strategic and conceptual skills • Creativity • Customer & service orientation
<p>Content of the dual course</p>	<p>Basics of business administration, Business accounting, the law, Decision calculation, IT skills , Social skills, Scientific methods, Business English, Organization and human resource management, Taxes and Accounts, Economics, Market research and marketing, Investment and financing, Intercultural business, Event management, Tourist Management</p>
<p>What do you earn after studies?</p>	<p>Earnings depend on the operation area, region, state and negotiation skills.</p>

Tourism, Hotel Industry and catering trade



Type of training:	Dual Studies A dual study is a university course with firmly integrated practical work in companies.
Duration of training:	3,5 years
Places of learning	University / University of Applied Sciences and training company
What does a graduate in Tourism, Hotel Industry and catering Trade (B.A.) do after studying?	Hotel and catering managers are the main players when it comes to smooth business processes and the coordination of the various departments in the hotel or restaurant such as the kitchen, accommodation and storage. However, the main focus is on accounting, purchasing and organization.
Where does a graduate in Tourism, Hotel Industry and catering Trade (B.A.) work after graduation?	Hotels, Restaurants, Event Agency, Catering Companies, Cruise Companies



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Which school-leaving certificate is expected?	University entrance qualification
Qualification Requirements for dual studies Requirements?	<ul style="list-style-type: none">• Interest in mathematics and economics• Very good oral and written skills• complex thinking• organizationally gifted• customer oriented• well-groomed and friendly appearance• foreign language skills
Content of the dual course	Business accounting, Destination management/regional development, English, Business tourism, Basics of business administration, Basics of micro and macro economics, Interdisciplinarity in tourism management, International hotel management, Marketing and Innovation, Organizational development and process management, Travel and specialist law, Strategic tourism marketing, corporate governance, Corporate Communications, Event management in tourism,
What do you earn after studies?	Earnings depend on the operation area, region, state and negotiation skills.

Additional qualification

- **Wine – Sommelier**
- Barista

- Wein – Sommelier
- Barista

Wine - Sommelier



Type of training:	Additional qualification
Duration of training:	4 weeks (full-time course) up to 6 months (part-time course)
Places of learning	Seminar room at the Chamber of Commerce and Industry, wine bar, winery
What does a wine sommelier do after the qualification?	There are an incredible number of professions where a sommelier can earn a very good salary.
Where does a wine sommelier work?	<p>Sommeliers in gastronomy, the hotel industry and in the wine trade primarily have an advisory function. They are the sellers at the guest's table or at the wine rack. A sommelier is usually responsible for buying wine, storing it properly in the wine cellar, organizing wine events, and training employees in oenology.</p> <p>He works also in retail and wholesale, in wine sales, with wine agencies and trade fair organizers or in online trade and often as a freelancer.</p>



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Admission Requirements

Previous professional training:

- Apprenticeship as a winegrower
- Apprenticeship as a specialist for restaurants and event catering
- Apprenticeship as hotel management assistant and at least one year of professional experience

What does a sommelier have to be able to do?

The contents of the training are wine science, beverage science, sensor technology, sensor technology of food and wine, business basics and marketing

What does a wine sommelier earn after the qualification?

If the sommelier is mainly responsible for the wine cellar, employee training and budgeting, the gross income is around €3,700.00 to €4,800.00.