Vocational training in Germany (Ausbildung)

Hotel specialist (Hotelfachmann/Hotelfachfrau)

Hotelfachmann / Hotelfachfrau

You welcome hotel guests, handle reservations and oversee the rooms and the restaurant: a paid 3-year training to become a versatile hospitality professional.

LEVEL	DURATION	GERMAN	PAY DURING TRAINING
Baccalaureate required	**3 years** 36 months	**B2** required level	**€1,112 to €1,347** gross / month, during the training

We are by your side from day one until you arrive in Germany.

GERMANY
+49 (0) 7033 694 18 80

CAMEROON
+237 622 20 81 64

www.campus-allemagne.org

Douala office : Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

View the full sheet online

THE OCCUPATION IN 30 SECONDS

What a hotel specialist does

They look after the guest from arrival to departure: reception, reservations, restaurant service, housekeeping, events, billing and team planning.

Welcome and book

Work at reception and in reservations, selling the hotel's overnight stays and services.

Serve and organise

Serve in the restaurant and at breakfast, help in the kitchen, organise events in the hotel.

Run the property

Oversee housekeeping, monitor stock, calculate prices and plan staff.

This occupation is for you if…

- ✓ you enjoy welcoming guests from all over the world
- ✓ you are friendly, organised and have a sales sense
- ✓ you like moving between service, reception and the office
- ✓ you accept shift work, weekends included

Less suitable if…

- – you refuse early-morning, evening and weekend hours
- – you cope badly with stress and noise at peak times
- – you cannot carry trays or stand for long periods

A TYPICAL DAY IN THE WORKSHOP

06:30 **Breakfast service** : Prepare the buffet, welcome guests and serve hot drinks.

09:00 **Checking the rooms** : Check with the housekeeping team that rooms are clean and ready for arrivals.

11:00 **Departures and billing** : Register departures, draw up invoices and handle payments at reception.

14:00 **Reservations and emails** : Answer stay enquiries, manage reservations and the sales channels.

16:00 **Guest arrivals** : Welcome guests, hand over keys and inform them about the hotel's services.

19:00 **Restaurant service** : Serve meals and drinks, advise guests and handle a complaint.

Reception and reservations | Selling overnight stays | Restaurant and breakfast service | Housekeeping management | Event organisation | Pricing and sales management | Friendliness | Service mindset | Organisation | Versatility | Teamwork

THE TRAINING

How the Ausbildung works

In Germany you learn by working: this is the “dual system”. You are an employee of a company and a student at a vocational school (Berufsschule) at the same time.

3 to 4 days a week at the company | **1–2 days school**

Year 1

The hotel basics

- Welcoming guests, service
- Kitchen and goods
- Care of premises

Year 2

Reception and sales

- Reception and reservations
- Selling overnight stays
- First part of the exam

Year 3

Running the hotel

- Housekeeping and catering
- Sales and marketing
- Events and team

Exams and qualification

The final exam is split into two parts (gestreckte Abschlussprüfung). The first (welcome, reception and catering offers) takes place in the 4th half-year and counts for 25 %. The second ends the training: events and catering, sales and marketing, hotel organisation, economics and society. Qualification: IHK certificate.

YOU ARE PAID DURING THE TRAINING

What you need to apply

- ✓ Baccalaureate level is required.
- ✓ The required level is B2. Good technical vocabulary for the trade is a real plus.
- ✓ According to BERUFENET, good physical fitness is expected, for example to carry heavy serving trays. Weekends, public holidays, early mornings and late evenings may be worked.

Documents to prepare

- ✓ CV and cover letter in German
- ✓ Translated baccalaureate diplomas and transcripts
- ✓ German B2 level certificate

AFTER THE TRAINING

Where it can lead

STRAIGHT AWAY

Qualified hotel specialist

Work in a hotel, a restaurant or a catering firm.

WITH EXPERIENCE

Department head

Lead reception, housekeeping or the restaurant of a hotel, train as a Fachwirt in hospitality.

LONGER TERM

Hotelmeister or studies

Take the Hotelmeister (hotel master), study hotel management or open your own hotel.

YOUR PATHWAY WITH CAMPUS GERMANY

We are by your side from day one until you arrive in Germany

1

CHECK MY ELIGIBILITY

Take the test online or at the office

The eligibility test is done online on our website, or by visiting our Douala office directly.

2

TALK TO AN ADVISOR

Talk to our team

Germany: **+49 (0) 7033 694 18 80**
Cameroon: **+237 622 20 81 64**

3

PREPARE YOUR GERMAN

DZK, our language centre

Deutschzentrum KAGEDEV (DZK) is our own language centre in Douala. Outside Douala: partner language centres, call us to find the nearest one.

4

GET THE CONTRACT

AZUFA is always us

AZUFA is our platform: it connects you with German companies that recruit apprentices and follows your application through to the training contract.

Douala office

Rond-point Maetur Bonamoussadi – Nice Cream building (4th floor), opposite the COGENI hardware store, Douala, Cameroon

From German A1 to the first day of training in Germany

Each step is run by one of our structures. You keep the same contact from start to finish.

1 — **Check my eligibility**
The test is done online on our website or at our Douala office.
RUN BY CAMPUS GERMANY

2 — **Talk to an advisor**
Review your profile, your wishes and the chosen occupation.
RUN BY CAMPUS GERMANY

3 — **Learn German, from A1 to B2**
Courses adapted to your starting level, up to the required B2 level. In Douala at our own language centre; elsewhere, with our partner centres.
RUN BY DZK

4 — **Prepare the application file**
CV and cover letter in German, translated baccalaureate diplomas and transcripts, B2 level certificate.
RUN BY CAMPUS GERMANY

5 — **Find the company and sign the training contract**
We connect you with German companies that recruit apprentices, and follow your application through to the contract.
RUN BY AZUFA

6 — **Prepare the visa and paperwork**
Support to gather the documents and complete the administrative steps.
RUN BY CAMPUS GERMANY

7 — **Prepare your departure and settling in**
Travel, housing and first steps in Germany: we prepare you before you leave.
RUN BY KAGEDEV E.V.

8 — **First day of training in Germany**
You arrive prepared and supported, with a team that has known you since day one.
RUN BY AZUFA

Contact us

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