

SWISS-ARMENIAN ACADEMY OF HOSPITALITY

Start your global hospitality career at the newest international academy licensed by the world's No. 1 hospitality management school – VET by EHL, operating in Gyumri Grand Hotel by Apricot hotels!

HOTEL OPERATIONS PROFESSIONAL DIPLOMA

Leading the Future of Hospitality with Excellence and Vision



As a Graduate of the Hotel Operations Professional Diploma you will be proficient in the following activities and will be distinguished by the following behaviors:

- You will welcome guests according to an establishment's guidelines, and ensure that a hospitable customer experience is delivered.
- You will be aware of the importance of cleanliness, maintenance and laundry work as well as organizational tasks, including logistics for all back-of-the-house activities.
- You will effectively use a property management system. You will make reservations, perform check-ins and check-outs, establish bills and collect revenue.
- You will master the principles of hygiene and occupational safety. You will ensure that the value of premises, installations and appliances are preserved, and that energy and equipment are used economically.
- You will prepare the food & beverage service, both in the daily service and for events, and will advise customers on appropriate beverages.

This pathway includes three certification levels - Foundation, Intermediate, and Advanced - with a Professional Diploma achievable in 12-18 months. Every level duration is 6 months, in work based learning model: 3 months study + 3 month internship. Fast-track options are available for experienced professionals.

Admissions are open for intakes in October, January, March and July to motivated individuals aged 18 and above who are passionate about hospitality and eager to receive Swiss-standard vocational training.

ADMISSION REQUIREMENTS

- **Completed application form**
- **Motivation letter** (300 words): Describe your interest in hospitality and your career aspirations
- **Academic transcript** or the last school certificate (high school or VET completion is required)
- **Basic English proficiency** (Students with insufficient English can gain admission by successfully completing an intensive language course)
- **Interview with SAAH admissions team:** To assess motivation, communication skills, and professional potential

Applicants will be invited to participate in an interview upon review of their documents.

TUITION & FEES

The tuition fee for SAAH's **Each Certificate Program is 3,200 CHF.** This includes:

- EHL-licensed hospitality curriculum
- Practical and theoretical instruction
- Work based education with 3 month internship
- Access to learning resources, professional facilities, and student support services

Please note: Accommodation in Gyumri and personal expenses are not included and must be arranged independently.

DISCOUNTS

SAAH is committed to making world-class hospitality education accessible to talented individuals from diverse backgrounds.

Merit-Based Discounts: for applicants who successfully graduated from first level are offered 20% discount for the next level admission. This is also available for the third level accordingly.

Register for consultancy:

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