

EUROPEAN BACHELOR'S IN OPERATIONAL MANAGEMENT IN HOSPITALITY & CATERING LEVEL 6 EQF



Level
6 EQF (European
Qualifications Framework)



Duration
1 year



Credits
60 ECTS



Target group
Students - people seeking
employment - employees
and professionals in the
sector



Admission requirements
Candidates holding a level 5
EQF qualification or a
qualification equivalent to the
attainment of 120 ECTS



Course Structure
Full-time or work-study



Pedagogical methods
Theoretical courses, tutorials
and practical work
Case studies and professional
scenarios
Individual and group projects



Professional assessments :

- Continuous assessment
- Case Study (3h)
- Case study (4h)
- Activity report and professional support (30 min)

CCE :

- Quizzes (1h20)

Modern language :

- Reading Comprehension (1h)
- Listening (45min)

The FEDE, as a certifier, is in charge of the assessment processes

- Organisation and planning of exam sessions
- Development of topics and model answers
- Ensuring compliance with examination regulations and supervision (anonymity, integrity, confidentiality)
- Assessment and marking of papers
- Reporting results, issuing diplomas, diploma supplements and certificates

www.fede.education/en/fede-quality-charter

The European Bachelor's Degree in Operational Management in Hospitality and Catering addresses the profound transformations in the sector, driven by technological innovations, the demands of an international clientele and sustainability challenges.

It aims to train a new generation of professionals capable of optimising the performance of hospitality establishments by integrating best practices in innovation, service quality and environmental responsibility. Thanks to a teaching approach rooted in real-world practice and oriented towards the international sphere, learners develop the key skills needed to become drivers of renewal in the hospitality industry.

LEARNING OUTCOMES

- Analyse customer needs to optimise service quality and client satisfaction
- Design sustainable, customer-focused management strategies
- Steer performance using KPIs and adjust actions in real time
- Digitalise processes to increase efficiency
- Lead teams with leadership in an inclusive and motivating environment
- Master budgeting practices to ensure profitability and financial stability
- Deploy digital marketing strategies to promote, build loyalty and manage e-reputation
- Create distinctive hotel concepts
- Anticipate trends and innovate through design thinking
- Ensure compliance with current safety and quality standards

PROGRAMME

PROFESSIONAL SKILLS (380-470 HOURS)

Advanced Operations Management in Hospitality and Catering

Operational Strategies in Hospitality and Catering
- Advanced Revenue Management - Financial Analysis and Hotel Management Control - Leadership and Human Resources Management - Customer Relations and Experience - Fundamentals of Digital Marketing Applied to Hospitality and Catering

Innovation and Development in Hospitality and Catering

Emerging Technologies in Hospitality and Catering - Project Management Applied to Hospitality - Advanced F&B Management - Distribution and E-commerce - Business Development and Advanced MICE

Professional assignment (≥12 weeks)

Internship - Apprenticeship - Salaried employment

MODERN LANGUAGE (60-80 HOURS)

Modern language 1 - CEFR Level B1
German, English, Spanish, French, Italian, Portuguese

Modern language 2 (mandatory) and 3 (optional)

German, English, Arabic, Chinese, Spanish, French, Italian, Portuguese

CAREER DESTINATIONS

- Accommodation Manager
- Assistant Hotel Manager
- Front Office Manager
- Reservations Manager
- Junior Revenue Manager
- MICE Coordinator (Meetings, Incentives, Conferences, Exhibitions)
- Food Service Manager
- Junior Hotel Project Manager
- Assistant F&B Manager
- Junior Hospitality Management Consultant
- Junior Hospitality Management Audit Consultant
- Revenue Management Data Analyst

FEDE'S ASSET - EUROPEAN DEGREE

EUROPEAN CULTURE AND CITIZENSHIP (40H)

The European project: Culture and Democracy for Active Citizenship

- Importance of History (OHE - Observatory on History Teaching in Europe)
- Contemporary Europe
- Europe and the World
- Cultures and diversity in Europe
- European citizenship
- The Workings of the European Union
- Importance, challenges and future of European construction
- Focus on corruption (GRECO)

Intercultural management and human resources

- Culture and cultural diversity
- Intercultural communication in an organisation
- Managing intercultural aspects and resolving cultural conflicts
- Working in Europe
- Social protection systems in Europe
- Corporate Social Responsibility (CSR)

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