

Hospitality Management

Head office in **Rome**

Two-year Ministerial Course
POST DIPLOMA

Academic year
2025 - 2027



Our goal is to train high-level professionals

- ▶ **Duration:** 2 years in attendance
- ▶ **Places:** Join the top 25
- ▶ **Entry requirement:** High School Diploma
- ▶ **Job:** Guaranteed apprenticeship
- ▶ **Cost:** Free

Program

1st year

- English language
- Spanish language
- Informatics
- Job orientation
- Communication techniques and soft skills
- Geography of tourism: tourism planning and programming
- Anthropology, tourism culture, and international etiquette
- Customer satisfaction statistics
- Tourism and hospitality legislation
- Labor and tourism legislation
- Public speaking
- Organization and management of hospitality companies
- Hotel event organization
- Hôtellerie services from F&B to Room Division
- Web marketing in Hospitality
- Territorial marketing and synergies between macro and micro corporate marketing
- Introduction to Hospitality Management and Industry Overview
- Geographies of local cultural, food and wine excellence: the importance of networking
- Marketing in Hospitality
- Company organization chart

Program

1st year

- Human resources management
 - Organizational communication and corporate ethics
 - Guest experience and customer satisfaction
 - Business wellness tourism
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- Tourism and sustainability
 - Organization and cleaning and maintenance services
 - Room Division: organization and management
 - Cost management and financial planning

Program

2nd year

- English language
 - Spanish language
 - Informatics
 - Job orientation
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- Workplace safety, food hygiene, and quality and environmental certifications
 - Social media marketing for Hospitality
 - Pricing Policies (Revenue Management)
 - Procurement and Warehouse Management Techniques (Iselz)
 - Business management information systems
 - The culture of hospitality
 - The importance of guest relations and building experience
 - The importance of related services and complaint management
 - The luxury sector: brands and standards
 - Human resources management and structure in hospitality
 - The sector's collective bargaining agreements: common characteristics and rules
 - Hospitality outsourced services
 - The importance of data analysis for corporate economic planning
 - Hospitality and self-entrepreneurship
 - Case studies: visits and workshops for the acquisition of various international brands
 - Relationships and agreements with players and TOs

Total hours
500

Program

2nd year

- The creation of an unconventional breakfast service and territorial valorization
- Workshop: Opera Course - Business Management
- Booking and revenue policy workshop and simulation

Our Foundation

For more than a decade, we have been the point of reference for the training of highly qualified professionals in the **tourism** and **cultural heritage sector**.

Our goal is to bridge the gap between labour supply and demand by providing tourism companies with **professionals** equipped with cutting-edge technical and technological skills.

We innovate tourism training every year and provide our students with **high-level technical, digital** and **language skills**, preparing them to operate in an international and increasingly sustainable context.

Over

90%

our students find work
in the area of reference
both in **Italy** and
abroad!



Contacts



We are available from

Monday to Friday from **9am** to **17pm**



www.itsturismoroma.it



academy@itsturismoroma.it



06.4041.4436