

# Master in Hospitality and Hotel Management

## STUDENTS' TESTIMONIALS



### **Lorenzo Valori** (17<sup>th</sup> edition)

I decided to enrol on the Master offered by the Italian Chamber of Commerce because I already had international experience in the Food and Beverage sector and thought it was time for me to become more knowledgeable about the other departments within the Hospitality Industry. Before the end of the course I was offered a position in the F&B department of a company called Plaza Premium Group. For those who don't know, they are the industry leader in providing airport services in over 140 locations for 35 international airports across the world. Before the Master I had always thought I would end up working for a hotel in Central London, but when I found out about Plaza I realised that working in one of the busiest airports in the world (Heathrow) would have been an incredible opportunity to grow professionally.

After 4 months of employment I was asked to move to our headquarters in Hong Kong to attend an intense one-month training course for the whole operation, in order to fully understand our mission and to be able to eventually run new company openings. I am actually now writing from Hong Kong and I am receiving training in all the different departments: Front Office, Housekeeping, Food and Beverage as well as Accounts and Human Resources. I am excited about all the possibilities this experience is bringing me and I am more than grateful to have attended the 17th Edition of the Master in Hospitality and Hotel Management. I hope you will come to London ready to show the best of yourself because this city is full of opportunities! You need to join the ICC Master now!!!

### **Ilona Seiranian** (17<sup>th</sup> edition)

I was born in the Hospitality world but after my graduation in Business and Tourism, I realized that I needed a more professional and practical experience in this industry. I have reached the conclusion that the best way for me to grow professionally and to get involved in this world was to enrol on the Master organized by The Italian Chamber of Commerce. Moreover, I believe that London is a springboard and a challenge at the same time for everyone who wants to work in this incredible chain. Our teachers are true professionals of this industry and their expertise and most importantly their passion taught me a lot both in terms of contents and motivationally. Thanks to them, I feel very adequately prepared. This master has given to me a lot of opportunity both professionally and personally. I learned a lot of the tourism market in UK. I have known a lot of professionals and other students who taught me skills, motivation and especially links. I started my 3-month internship at The Ampersand hotel, a five-star boutique hotel, in the Front Office department and It was a great experience.

Thanks to the experience at The Ampersand Hotel, I improved my skills and my level of service and I was able to attend positively to some interviews with good companies.

Now, I am working at The Town Hall Hotel as a Front Office Agent and I am very proud to work in a good and professional work environment like this, where you feel truly a part of an engine that works well.

I want to become someone who can add value in this industry and for this I thanks the Italian Chamber who give me the opportunity to kick start my career in London.



**Silvia Rivoira**  
(17<sup>th</sup> edition)

I chose to enrol in the Master in Hospitality & Hotel Management organized by The Italian Chamber of Commerce because I wanted to kick start my career in the hospitality industry in London. I believe the master is well-structured to help professionals and students approach the British hotel industry in a very short period of time. It is an intensive course with a very practical method. I now feel much more confident in my knowledge of the hospitality industry. The lectures provided me with detailed information on all hotel departments, their functions and their structure. Before the master programme, I knew very little about the different roles and tasks inside the hotels, and had just a vague idea of the hospitality working environment in London. Following the completion of the master, I felt ready to start my career in the hotel industry! On a personal level, this experience gave me the opportunity to meet some very competent hotel professionals as well as friendly and talented classmates. Above all, this master gave me the opportunity to start a three-month internship in a 5-star boutique hotel in South Kensington, The Ampersand Hotel. I was offered a cross-training internship in Reservations, Sales and Events, and the hotel has just offered me a full time position as Reservations Agent. I believe I've found the right department where I can use my skills, previous experience and start a career in the hospitality industry thanks to this master.



**Alessia Gammella**  
(16<sup>th</sup> edition)

I chose the Master in Hospitality and Hotel Management, organised by the Italian Chamber of Commerce for the UK, after a careful research and evaluation of several offers on the hospitality market. The courses involve applying academic concepts to industry-related scenarios and realistic practice-based simulations, taught by highly-qualified and dynamic staff. Choosing London as location of the Master, it is an opportunity to improve the language and gain experience in a city that offers a lot of opportunities in the sector. At the end of theoretical lessons I started an internship in Reservations and Events Department at the St. James Hotel and club. After one month I had the chance to learn more about Marketing and thanks to this amazing opportunity that provided me with invaluable insight about myself and my capabilities I was offered a permanent contract as Marketing and PR Executive at Hilton on Park Lane. I highly recommend this Master and I would like to express my thanks to all the staff of the Chamber for giving me the opportunity to develop my career in the Hospitality field.



**Costanza Velati**  
(15<sup>th</sup> edition)

When I decided to participate in the 15th edition of the Master in Hospitality and Hotel Management, organised by the Italian Chamber of Commerce for the UK, I was already working in the hospitality field here in London. I was looking for an additional qualification that could give a more definitive direction with my knowledge about Hospitality and management. I made the right decision. Throughout the course, I met enthusiastic professionals who shared their thoughts and knowledge about the hospitality industry with us. I also met Elisabetta Pilati, tutor of the Master, who was always ready to assist us with great dedication. I was offered more than one internship prospect and in the end, I accepted the offer of a 6-month internship at The Millennium Mayfair Hotel in the Meetings & Events Department. I met a great, passionate team, that was ready to train me and give me more responsibility every day. After 3 months, I was offered a contract as Meetings & Events Sales Executive. I certainly think that starting your career in the world of hospitality in London is the perfect occasion to test yourself and develop, whilst at the same time aiming for great results.



**Antonio Battiloro**  
(14<sup>th</sup> edition)

I attended the 14<sup>th</sup> edition of the master course in Hospitality and Hotel Management and after the first month, I knew it would have offered great opportunities. I was offered a six months internship in the human resources department at Millennium Mayfair Hotel in London. Three months later, they gave me the opportunity to work in the reservations department for three months. Once the internship program ended, I was offered a permanent position in Reservations. I currently work in this department happily and with great satisfaction. I met many people thanks to this master course, which also helped me grow as an individual.



**Ilaria Nali**  
(14<sup>th</sup> edition)

I attended the 14<sup>th</sup> edition of the Master in Hospitality and Hotel Management and when I applied for it, I did not really know what to expect. I found the classes very stimulating, formative and they were structured perfectly, giving an overview of the organisation of all departments, in a hotel, to people who had no experience at all in this field. After the tuition period, I was offered a 6 months internship as a Receptionist at Hotel Xenia, a luxury boutique hotel in South Kensington. I worked with an amazing team that did its best to train me properly and let me engage in everything. It helped me deepen my knowledge and I developed skills that will be of great value in my career. My internship lasted less than it was meant to after being offered a permanent contract. Although I enjoyed working at Hotel Xenia, I decided to prove myself once more and I recently got offered a position at the Hilton Hotel in Paddington. I highly recommend this master because I think it is the perfect springboard for anyone who would like to start, from the very beginning, a career in hospitality business.



**Nicoló Fanfera**  
(14<sup>th</sup> edition)

I would like to express my gratitude to the Italian Chamber of Commerce for the Master in Hospitality I have attended last October. It's been an amazing experience, both from a professional and a human point of view.

I would certainly recommend it to anyone because the classes are held by highly prepared professionals who offer their expertise and help students to create a good basis to achieve their goals. Now I have been working for 8 months at the Millennium Mayfair Hotel, where I started my work experience straight after the Master. I am very happy here and I feel very appreciated and satisfied. I feel that the hospitality network in London is really solid and is growing exponentially. That is why I think London is the perfect place where to learn and start your career in this field.

**Alessandro Pilla**  
**(14<sup>th</sup> edition)**



When I applied for the Master in Hotel and Hospitality Management, I did not really know what to expect. When I started the classes, the lecturers were extremely knowledgeable and made the learning easy and fun. The modules were also very well organised. I was offered more than one internship prospect, which in itself was very encouraging. After some careful thought, I chose the Millennium Hotel Mayfair, and I started my internship in the Reservation Department. The team was great and they really helped me improve my knowledge and skills during my six months with them. At the end of my internship, I was offered a permanent position in the same department, which was great not only because it allowed me to put my new skills into practice, but also because it allowed me to maintain and build on the professional connections and friendships I had already established there. I highly recommend this Master if you want to start your career in Hospitality Industry here in United Kingdom.



**Alberto Tirendi**  
(14<sup>th</sup> edition)

The Master in Hospitality and Hotel Management organized by The Italian Chamber of Commerce and industry for the UK has given me a great opportunity to start my career in the hospitality industry. The theoretical part included one month of lessons held by managers from different hotel departments. I was then offered a three months internship as Sales and Marketing Coordinator at The Wellesley hotel in Knightsbridge, thanks to our Coordinator Elisabetta Pilati who arranged the interview for me. It was such an amazing experience that gave me the opportunity to enhance my skills and knowledge within a vibrant team; they were willing to help me develop all the basics to pursue that career path. After the internship I was offered a contract for 2 extra months where I became even more confident as I had the opportunity to attend meetings with clients, take part in revenue meetings and work closely with managers who were really kind and eager to share their experiences. After this worth experience, I was offered a permanent position as Sales Coordinator at the Hilton Hotel in Paddington. I definitely recommend this Master, it is a really great starting point for an international career in the Hospitality field.



**Camilla Carta**  
(14<sup>th</sup> edition)

I began my career in the hotel industry thanks to the 14th Master in Hospitality and Hotel Management, organised by the Italian Chamber of Commerce. During the first month of tuition, our qualified teachers introduced the main departments within the hotel and during the same period, our Master Coordinator, Elisabetta Pilati, arranged an interview for me at the Millennium Hotel in Mayfair, London. I was offered an internship and can safely say that this is the best opportunity I have ever had. The team is not only well-organised, but they are friendly and, perhaps most importantly, more than willing to train and teach me. I have always tried to show them my strong desire to learn and after just one month of the internship, I was offered a part time contract that later became permanent. I now work as a receptionist, and strongly recommend this Master to anyone interested to developing a career in the hospitality sector.



**Matteo Girelli**  
(13<sup>th</sup> edition)

Thanks to the 13<sup>th</sup> Master in Hospitality and Hotel Management organized by the Italian Chamber of Commerce and Industry for the UK, I was offered a permanent contract at the Andaz Liverpool Street Hotel, part of the giant Hyatt group which enlists more than 500 hotels in the world. It is really a pleasure to work at the Andaz Hotel: first, you learn something every day when you find yourself in such an international and challenging team; second, being part of the Andaz brand means learning to deliver sophistication in a simple way, as well as reach high standards in an informal and tailored style to meet any guests' demands. I would like to thank Martina for having organised the course and I wish good luck to all the future students.

**Alessandro Tinaro**  
(12<sup>th</sup> edition)



Without a doubt, I can safely say that the experience I had through the Master in Hospitality and Hotel Management has been one of, if not the best, of my life. The tuition period was extremely interesting and informative with regard to what was waiting for me in the hotel, especially as I had no prior experience of work in the tourism industry. I was offered more than one internship opportunity, which in itself was very encouraging. After a lot of consideration, I eventually chose The Ampersand Hotel, a 5-star boutique hotel in South Kensington. This was the best decision I have ever made! Here I had the chance to work with fantastic people who made me feel part of the team from the very start. I had well-prepared managers who were always ready to do everything in their power to help me learn. It is for this reason that before my three-month internship ended, I was offered a permanent job as a porter. This was a very good start for my career, given that I had also already been trained in both the reception and booking departments. I would especially like to thank Martina, the Master Coordinator, and all the staff of the Chamber for giving me this opportunity.

**Sonia Mattana**  
(11<sup>th</sup> edition)



The experience I had with the Master in Hospitality and Hotel Management proved a very significant step in my career development here in London. After the first month of lectures, where I enjoyed Martina's (the master's coordinator) continued support, I was accepted into the Millennium Hotel Mayfair, where I immediately felt at home. I started my internship in the Human Resources department and after few months I was also granted the opportunity to work on a part-time basis in the Booking department, whenever I was able to fit it in with my internship schedule. When my six-month internship ended, I was offered a permanent position in the same hotel as a Receptionist.

**Alastair Bevilacqua**  
(10<sup>th</sup> edition)



I found the Masters to be extremely informative with some excellent teachers bringing us the best practices from the hospitality industry. Knowledge that would ensure profitability and high levels of customer satisfaction if followed. While my internship in the Reservations and Front of House departments went extremely well, it taught me that many in the hospitality industry simply do not follow these practices for good business. That is why the Masters is particularly useful for anyone wanting to join the industry or advance in it; because it gives motivated students the tools to excel. My internship has led to a permanent position and was good not only because it allowed me to put my new skills into practice but also because of the connections, colleagues and friends I have made in an industry where your network is essential. Overall, I highly recommend this course to anyone considering it.



**Luca Bornoffi**  
(10<sup>th</sup> edition)

The Master in Hospitality and Hotel Management has been an excellent opportunity for me, especially for my future career. I got the chance to get in touch with very professional people of the industry, sharing with them my experiences and knowledge. Lectures were always very interesting and exciting. Thanks to one of the teachers, I got the opportunity to join the European Program 'Erasmus for Young Entrepreneurs', a cross-border exchange programme which gives new or aspiring entrepreneurs the chance to learn from experienced entrepreneurs running small businesses in other European Union countries. At the end of the course, I was offered a challenging internship as Assistant Hotel Manager at a luxury hotel in Saint Barthélemy, in the French West Indies of The Caribbean. It has been simply an amazing experience, to start with the chance to learn and practice French, the fourth foreign language I now speak. The Master meets your needs and expectations, and I would recommend it to anyone who is looking for a very professional course.



**Stefano Sarto**  
(10<sup>th</sup> edition)

I attended the 10<sup>th</sup> edition of the 'Master in Hospitality and Hotel Management' hoping to become a receptionist. As soon as it started, I realised that the Master was a unique opportunity for me to improve my hotel business knowledge and skills. Thanks to the different teachers, all extremely competent, that impression proved to be true. After the class period, I was offered a three-month internship at the Crowne Plaza – London The City as Front Office Receptionist. It was a worthwhile experience, the colleagues were really helpful during my training programme, and after two months I was offered a full time contract. Hence I would like to thank all the people who organised this course, because, provided you really want it, it can be your chance to start a successful career.