



# ACADEMIC CATALOG

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## **ACADEMIC CATALOGUE**

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The content of this catalog provides information for the student. It is accurate at the time of printing but is subject to change from time to time as deemed appropriate by the college in order to fulfill its mission or to accommodate circumstances beyond the college's control. Any such changes may be implemented without prior notice, without obligation and, unless specified otherwise, are effective when created.

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### **LES ROCHES ACCREDITATION**

Les Roches International School of Hotel Management and all of its branch campuses and sister schools are accredited by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education

Inquiries regarding the accreditation status by the New England Association should be directed to the administrative staff of the institution. Individuals may also contact:

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## 1. WELCOME MESSAGE

### A Warm Welcome to Transformative Education for the Hospitality Industry

The world of hospitality is an exciting and dynamic industry. The industry is constantly developing since spending on travel and entertainment increases. According to a survey, travel and tourism is the world's second largest employer; 25 million new jobs will be created by 2023. It is predicted that the travel and tourism sector alone will support 337 million jobs worldwide by 2023.

The industry offers international career opportunities in many fields related to hotels, restaurants, as well as any service related fields.

Our goal is to prepare you for these exciting opportunities. Les Roches campuses provide a unique international education beyond the hospitality curriculum. We offer a learning environment that allows you to develop your creativity, work ethic, leadership skills and languages while increasing your exposure and providing you with international experience.

This development is possible because our educators at Les Roches Jin Jiang believe that all people can change their lives through high-quality education. We are convinced that in every student there lies high potential that is just waiting to be aroused. Once students believe in themselves they will discover their own potential and start a new chapter, where they will be motivated to further develop themselves. Our education focuses on the achievement of the following three personal characteristics when entering the industry upon graduation:

- Managerial knowledge of the hospitality industry acquired through formalized, interactive, craft-based learning methods;
- Application of good communication skills in English and the knowledge of other languages as a further asset;
- Life and soft skills such as the development of professional behavior, attitude, and self-motivation.

With the achievement of these characteristics, Les Roches Jin Jiang is able to achieve our goal *'to build dreams and transform young adults into young professionals'*. However, to ensure that this transformation takes place, it needs firstly the student's willingness to improve and the above mentioned discovery of their self-esteem. This state of mind can be reached by explanation to the student of why a topic, rule or procedure is important, not only to the college but to the students themselves. Students want to firstly know *'what is in it for me?'* Therefore, this style of explanation addresses their needs and creates a win-win situation.

Through this understanding of the student and our professional guidelines *'the Standards of Excellence'* which are based on the requirements of the five star hotel industry, we will be able to provide a strong grounding for a successful career.

LRJJ supports the students in achieving their ambitions of a successful hospitality career, by leading them through a transformative and well-structured program in a professional hospitality environment. At Les Roches Jin Jiang, we recognize that the achievements of our college are interlinked with the success of our students and graduates.

**Michael M. Bao**  
Campus Director

## **2. HISTORY OF 'ECOLE DES ROCHES'**

'Ecole des Roches', an international institute for young people, was founded in 1954 by Messrs Marcel and Jean-Pierre Clivaz. During its first years, this establishment came to be well recognized throughout France and Italy. Five years later, students from Europe and the United States of America were attending the school. A few years later, an initial enrollment of 150 students had risen to 220, from 60 different countries on five continents. Two brothers, Roger and Francis, joined the family team.

In 1979, as a result of the prevailing worldwide economic conditions and a growing demand abroad, Les Roches International School became 'Les Roches' Hotel and Tourism School with instruction in English.

Les Roches was virtually destroyed by a fire in April 1985. Despite considerable destruction to the property and its contents, the school only lost one day of classes as arrangements were immediately made to house students and teaching facilities in three hotels in Montana, which were rented for a three-year period. Construction of entirely new buildings began in May 1986.

On June 21, 1986, a management contract was signed between Gesthotel S.A., a limited company owning the School property, and the Swiss Hotel Association. This original relationship changed into an affiliation in 2005 when the institution changed its name to 'Les Roches International School of Hotel Management'. The change was in recognition of the strength of the institution's self-standing curriculum, whilst international accreditation with NEASC had moved from a vocational level of accreditation to the level of the Commission on Institutions of Higher Education (CIHE) requiring Les Roches to adhere to the same level of standards of quality and education as very internationally renowned institutions like Harvard and MIT in the USA. In 2010 the relationship with Hotellerie Suisse changed into a partnership allowing Les Roches to have access to its media and to their members in Switzerland, which is important to easily place students into their respective internships in the Swiss hospitality industry.

In 2004, Les Roches opened a joint venture school in Shanghai with Jin Jiang International, the largest Asian-owned hotel chain. In 2006, Les Roches Jin Jiang moved to the state of the art Shanghai Normal University, Feng Xian campus. LRJJ opened a new and modern library complex, auditorium, high technology classrooms, and specially designed Front Office and Rooms Division facility.

In October 2010, the Shanghai Bureau of Civil Affairs ranked Les Roches Jin Jiang 1<sup>st</sup> in the four-star private education institution category.

In August 2012, the college added a new food and beverage facility for instruction consisting of demo, hot, and cold kitchens including stewarding restaurants, coffee bar as well as changing rooms.

In 2013, Les Roches Jin Jiang International Hotel Management College (LRJJ) received accreditation from the Shanghai Education Evaluation Association (SEEA), part of the Ministry of Education, for Sino-Foreign Cooperative Institutions.

In 2016, Les Roches and Glion Institute of Higher Education including all their branch campuses were acquired by Eurazeo, one of the leading listed investment companies in Europe with a diversified portfolio of 5 billion euros in assets. Being managed through Sommet Education, Les Roches is part of the world's most extensive network of hospitality management institutions offering a balanced curriculum of practical training, business management skills and a multicultural experience to prepare students for an international career in the fast-growing global hospitality industry.

Today Les Roches is the only hospitality management school to offer the quality of Swiss hotel management school methods with American university accreditation, through a global platform for



hospitality education. With campuses in Switzerland (Bluche), China (Shanghai), Spain (Marbella), Les Roches opens the doors for endless opportunities to study, travel and network in the global hospitality industry. Les Roches is ranked amongst the top hotel management schools in the world for an international career.

### **3. GENERAL PURPOSES**

We expose our students to a broad range of subjects covering the inter-related areas of the hospitality industry, by means of theoretical and practical work within the College and by a regular period of internship in recognized hotels, restaurants or related institutions. Students' intellectual abilities are further developed through the general education component of the undergraduate programs.

Our objective is to train and educate students to a high level of competence in the varied operations of the hospitality industry. Graduates of Les Roches Jin Jiang, having developed competence in a range of technical, organizational and administrative skills, will be able to navigate the ranks of hotel management.

We develop students' abilities to initiate and manage change by confronting students with contemporary issues and challenges that the industry faces today. The international learning environment at the College promotes awareness and understanding of national and cultural differences and encourages students to work together to improve their interpersonal skills.

Graduates of Les Roches Jin Jiang may therefore embark upon their careers with confidence, armed with knowledge, basic experience and interpersonal skills, which allow them to successfully face career challenges.

### **4. MISSION AND VALUES**

#### **A. LES ROCHES OVERARCHING MISSION**

Les Roches International School of Hotel Management prepares students committed to an international career in the hospitality and service industry for success. Its model hospitality education programs balance theory with practice, independent learning with strong faculty support, and mentorship, providing a solid foundation for lifelong learning. Guided by its mission, Les Roches ensures that students acquire personal and professional skills for immediate employment and progression into leadership positions in the industry. Through its global network of campuses and educational sites, the Les Roches model of education consistently complies with high academic standards and integrated resources to grant accessibility to hospitality education throughout the world.

The values that guide the Les Roches Communities worldwide working toward a common vision are:

- To practice and teach the Swiss work ethos
- To demonstrate understanding and respect for cultural differences
- To develop leadership, teamwork and entrepreneurship
- To foster a global perspective
- To act with integrity
- To engage with industry and educational partners
- To act responsibly in the development of a sustainable environment.

## **B. CAMPUS MISSION OF LES ROCHES JIN JIANG**

Our purpose at the Feng Xian campus is to provide a positive learning environment that assists students' overall personal development both inside and outside of the classroom. As a specialty school of Hotel Management, the essence of Hospitality is about service, often through teamwork and solidarity with others. Students practice this during the first semesters in the college's food and beverage outlets, and also while on internship in hotels and restaurants. This theme of hospitality is also fostered throughout other academic programs within the college.

The best encapsulation of what the school is trying to accomplish in fostering the hospitality ethos is:

**'Les Roches Jin Jiang is not just a school, it is a way of life; a spirit that animates daily your life in Shanghai, the spirit of team work, the spirit of solidarity, the spirit of hospitality'.**

In all of our planned curriculum and extracurricular programs, we aim to present the students with the opportunity to experience the spirit of team work, solidarity and service. In this way, the ethos of Hospitality assists the overall personal development of the student.

## **C. GENERAL EDUCATION PROGRAM MISSION**

Our General Education Program mission is to broaden students' understanding of the arts, sciences and social sciences, and to support their development of individual common skills which will enable them to perform effectively in their future career and also function confidently as members of contemporary society.

Our General Education Program has been developed to support the institutional vision of what constitutes an educated hospitality graduate. Our graduates will understand the world they live in and seek to contribute to society at large. This broad understanding will include an appreciation of the humanities and the arts as well as an awareness of how science influences our life and our environment. Specifically, they will be able to see the importance of this program on their ability to reach senior positions in the hospitality sector.

## **5. APPROVAL, ACCREDITATION, AND RECOGNITION**

Les Roches Jin Jiang has numerous accreditations and professional memberships in various organizations worldwide, signifying its determination to maintain the highest possible educational standards.

### **A. NEW ENGLAND ASSOCIATION OF SCHOOLS & COLLEGES**

Les Roches Jin Jiang International Hotel Management College is accredited through Les Roches in Switzerland as a branch campus by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education.

Accreditation of an Institution of Higher Education by the New England Association indicates that it meets or exceeds criteria for the assessment for institutional quality periodically applied through a peer review process. An accredited college or university is one which has available the necessary resources to achieve its stated purpose through appropriate educational programs, and is substantially doing so, while giving reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is

also addressed through accreditation.

Accreditation by the New England Association is not partial but applies to the institution as a whole. As such, it is not a guarantee of every course or program offered, or the competence of individual graduates. Rather it provides reasonable assurance about the quality of opportunities available to students who attend the institution.

## **B. SHANGHAI EDUCATION EVALUATION ASSOCIATION**

Les Roches Jin Jiang is accredited by the Shanghai Education Evaluation Association (SEEA), part of the Ministry of Education, for Sino-Foreign Cooperative Institutions. The accreditation is an important recognition by the Chinese Ministry of Education and attests to the academic outcomes of LRJJ's programs as well as the quality of the college's facilities and its compliance with Chinese education regulations. The accreditation is granted to the institution and all of its programs.

## **C. INDUSTRY RECOGNITION**

Les Roches Jin Jiang is highly recognized in today's fast paced hospitality industry. For many years, international branded hotels have been hiring Les Roches graduates worldwide. This recognition is an important factor to our students as they are the ones who will be leading their own career paths. Throughout every semester we have an average of 30 different hotel representatives or leading international hotel chain representatives visiting our campus to recruit our students and graduates directly.

## **D. OTHER RECOGNITION / MEMBERSHIPS**

The following agencies recognize Les Roches:

- Council on Hotel Restaurant and Institutional Education (CHRIE)
- International Association of Hospitality Management Schools (IAHMS)
- International Hotel & Restaurant Association
- The Educational Institute by the American Hotel and Lodging Association

# **6. ADMISSION REQUIREMENTS**

## **A. UNDERGRADUATE PROGRAMS**

1. The student should be 18 years old or above. Students can be under that age provided they are 18 years old by the time they start their internship.
2. A completed application form with all pertinent attachments and a non-refundable application fee of 600 CNY.
3. A copy of a High School Diploma or equivalent that has been certified and translated (if documents are not in English or Chinese) by an authorized person. Students must have completed at least six years of secondary education and provide evidence of it. Complete information on the school, including school transcript and/or certificate of public examination (including an explanatory note of the grading system) should be provided.
4. A motivational essay is part of the application form (a brief essay stating the motivation to study at Les Roches Jin Jiang International Hotel Management College and the student's future plan).

5. If English is not the applicants first language or if they have not studied in an English speaking school for at least 3 years, please enclose one of the following:

5.1. IELTS Academic Module Overall Band Score minimum 5.0 (with each subcomponent at 5.0).

5.2. TOEFL minimum score of 500 points for the paper-based test, or 61 for the internet-based test.

5.3. Pass Preliminary English Test (PET) – CEFR Level B1 – Please send the statement of results with your detailed profile.

If the applicant does not meet the above English language requirement, they can register for our Hospitality Preparatory Program to improve English to the required entry level.

**Please note:** All English certificates must have been issued in the last 12 months prior to admission.

## **B. POSTGRADUATE PROGRAMS**

1. Normally 21 years old and above.

2. A completed application form with all pertinent attachments and a non-refundable application fee of CNY 600.

3. A complete Curriculum Vitae (CV) or a Resume, and a motivational essay as part of the application form (a brief essay stating the motivation to study at Les Roches Jin Jiang International Hotel Management College and the student's future plan).

4. A copy of a bachelor degree from an accredited institution of higher learning in any non-hospitality field that has been certified and translated (if documents are not in English or Chinese) by an authorized person. Non-degree holders should submit over 3 years of documented working experience at an appropriate level and should normally be 24 years old and above. Non-degree holders who complete the program will receive a Professional Development Certificate/Diploma.

5. A copy of the final transcripts together with the university grading system information that has been certified and translated (if documents are not in English or Chinese) by an authorized person.

6. A reference letter of a professional or academic nature.

7. If English is not the applicants' first language or if they have not studied in an English speaking school for at least 3 years, please enclose one of the following:

7.1 IELTS Academic Module Overall Band Score minimum of 5.5.

7.2 TOEFL minimum score of 525 points for the paper-based test, or 70 for the internet-based test.

7.3 Pass with Distinction on Preliminary English Test (PET) – CEFR Level B2 – Please send the statement of results with your detailed profile

An applicant who does not meet the above English language requirement can register for our Hospitality Preparatory Program to improve English to the required entry level.

**Please note:** All English certificates must have been issued in the last 12 months prior to admission.

## **C. MISCELLANEOUS**

### **Students with Learning Differences**

Les Roches will assist students with learning differences in assessing their potential to enter and succeed at the school. The physical nature of service or kitchen practical courses requires students to be able to perform a wide range of duties similar to those performed in the industry. Students with certain learning differences, such as dyslexia, are accommodated with appropriate support. Applicants should write to the

School for further information and requests for support should be accompanied by official medical documentation detailing the diagnosis.

## **Academic Support Policy**

### *Learning support provision*

The support available is limited and dependent on supporting documented evidence of a specific learning difficulty, sent to the school prior to students' arrival. All documentation received and any study related issues can be discussed in confidence with the Dean. All forms of support and assistance are initially assessed and arranged through discussions with the Dean. Regular meetings can be arranged with the Class Coach, Academic Support Coordinator, Associate Dean or Dean in order to assist students with planning their work, time management and the best way to study their course. Students are to be pro-active accessing the support available to them and are expected to relate any change and/or concerns in their needs for support to the Dean at the earliest opportunity. Alternative exam arrangements are to be discussed with the Dean and may include some of the following: extra time in exams, and/or use of a laptop. However, it must be stressed that due to the nature of certain assessments and scheduling issues, it is not possible to provide Alternative Exam Arrangements for all exams and each case will be discussed individually with the Dean.

Learning Support works with Student Services and Academic Departments to coordinate a range of support aimed at ensuring students with specific learning difficulties can achieve their potential. Support does not guarantee success, but is there to facilitate access to the opportunities for success. In addition, Learning Support cannot provide a level of support that students may have previously experienced in the high school environment and therefore encourages students to take responsibility for their own learning and become competent independent learners.

## **Withdrawal from the College**

Students may withdraw from the college at any time; however the tuition fees are normally not refundable (for details, please see the financial policy of the college). The method of completing the semester is dependent upon the time of withdrawal.

## **Deferment from the College**

Deferment of study is only accepted at the end of the semester for the coming semester or within the first two weeks at the beginning of a semester. However, extenuating circumstances which have affected a student's study (such as serious illness during the semester) may be taken into consideration by the management of the college.

Applications for a deferment of study must be supported by one of the following forms of documentation: A medical certificate from a doctor AND/OR a statement showing justifiable reasons for any deferment. Each case is considered on a case by case basis and is granted at the sole discretion of the college's management.

## Transfers

### Direct entry into HM2 or HM4 at LRJJ when transferring from another institution

Les Roches Jin Jiang welcomes transfers and recognizes credits earned at other accredited institutions. Students are requested to submit the following to be considered a direct entry student:

1. A completed application form with all pertinent attachments and a non-refundable application fee.  
The application fee is waived for students transferred from other Les Roches/Glion campuses
2. A reference letter of a professional or academic nature is recommended.
3. Official high school transcripts that have been certified and translated (if the documents are not in English or Chinese) by an authorized person.
4. An official transcript from previous colleges and/or a copy of the schools detailed program catalog/syllabi that have been certified and translated (if the documents are not in English or Chinese) by an authorized person.
5. Applications for transfer are to be made to the Registrar who will confer with the Dean of Les Roches in order to determine the transferability and the appropriate entry point if accepted.
6. Applicants with appropriate previous certified learning will be admitted into the program. The program that they will follow will be designed to meet their needs based on organizational constraints. The selected program will be confirmed with the Dean. Applicants who transfer into the undergraduate program at Les Roches Jin Jiang are required to complete at least 30% of the undergraduate program, which is equivalent to one semester of study.
7. If English is not the applicants' first language or if they have not studied in an English speaking school for at least 3 years, please enclose a copy of an IELTS Academic English certificate with a level of 5.0 or above

### Transferring from LRJJ to a Les Roches sister campus or an affiliate institution

Les Roches Jin Jiang students have the unique opportunity to study at the campus in Shanghai and then apply to transfer to any of our international campuses in Bluche (Switzerland), Marbella (Spain), Glion (Switzerland). Students interested in transferring will gain a unique international experience as well as the opportunity to study for combined awards.

Students are requested to submit the following to be considered for transfer:

1. A completed application form with all pertinent attachments.
2. A study plan essay.
3. A post study plan essay.
4. An official transcript from LRJJ.
5. High School Diploma and Transcripts are required.
6. A copy of the identification page of their passport.
7. A copy of their IELTS academic English qualification. Students must achieve a level of IELTS 6.0 and at least 5.5 in each category to apply to transfer to a Les Roches Jin Jiang affiliate institutions.

## **7. INTAKES AT LES ROCHES JIN JIANG**

### **A. INTAKE MONTHS FOR THE FULL TIME PROGRAMS:**

February/March

September

## **8. INFORMATION TECHNOLOGY EQUIPMENT POLICY**

Students may use their own laptops for their studies, however Les Roches Jin Jiang does not offer hardware or software support for students computers. The responsibility of maintenance and purchase of all software, upgrades and support rests with the student. Les Roches Jin Jiang can provide students with a list of local suppliers who offer these services.

## **9. FEES**

The cost of living typically varies slightly every year in the People's Republic of China. To maintain the standards expected of Les Roches Jin Jiang, the fees are reviewed each year. Fees are not included in this document; however, they are available separately and can be sent with the application form and other appropriate documents. Non-payment of fees at the appropriate time may result in suspension from classes and ultimately from the college.

Les Roches Jin Jiang buys textbooks for students and then charged to them. These textbooks must be taken by the students and are not optional.

## **10. ACADEMIC PROGRAMS**

### **A. HOSPITALITY PREPARATORY PROGRAM**

This program is designed to help students reach the minimum academic English level required for entry into the Undergraduate (IELTS level 5.0) and Postgraduate programs (IELTS level 5.5) at Les Roches Jin Jiang. The curriculum provides a supportive and masterful teacher training and English language assessment with a strong focus on Hospitality related English skills.

The program consists of 25 direct contact hours per week with ten hours focused mainly on general English. The intention is to provide students with the relevant skills in English writing, comprehension, listening and speaking. Students will also be introduced to key terminologies of the hospitality industry.

Students will be placed in the appropriate program level according to their English level assessed by a placement test taken within the first week on campus. There are in total two different levels and each level is an 18-week course (one semester of studies).

#### **Program Objectives**

The aim of the hospitality preparatory program is to provide students with relevant skills in English language, comprehension, listening and speaking for entry into any of our programs. It also aims to introduce students to hospitality; raising cultural awareness in preparation for further studies at Les Roches Jin Jiang, Les Roches Switzerland or any of the affiliate campuses in our network.

#### **Learning Outcomes**

By the end of the program the student will be able to:

1. Write papers with the necessary skills to achieve competency.
2. Employ oral communication with confidence.
3. Interpret reading texts and distinguish between different approaches to writing.
4. Demonstrate proofreading skills in short essays.
5. Understand the basics of the Hospitality industry.

#### **Program Content**

<b>Course No.</b>	<b>Course Name</b>
ENG E32	General English 1/2
ENG E34	Grammar and Writing
ENG E36	Speaking
ENG E40	Food and Beverage English
ENG E42	Rooms Division English



## **B. LES ROCHES JIN JIANG DIPLOMA IN INTERNATIONAL HOTEL MANAGEMENT**

The Les Roches Jin Jiang Diploma in International Hotel Management combines theoretical and practical courses in class with a professional internship in the hospitality industry. Based upon the firm conviction that theoretical and practical knowledge and industry experience have to grow in harmony, the programs divide the student's schedule between two facets: academic semesters with practical components and internships in the hospitality industry. Each theoretical course consists of 45 direct contact hours with the lecturer / instructor and for each of the craft-based learning subjects (CBL) 190 direct contact hours with the lecturer / instructor. The Les Roches Jin Jiang Career Development and Industry Placement department on campus assists students individually by helping them to secure adequate internship positions.

### **Program Objectives**

The aim of the program is to prepare students to confidently enter the hospitality industry upon graduation. The program educates students in craft-based learning environments in order for them to acquire the appropriate operational and supervisory skills, knowledge and attitudes for their personal and professional goals.

Alternatively students can progress towards a bachelor degree by transferring to any of the sister schools or affiliate institutions within our international network.

### **Learning Outcomes**

By the end of the program students will be able to:

1. Perform effectively in a variety of hospitality operational settings;
2. Understand the economic significance and influence of the global hospitality industry;
3. Use the knowledge they have gained to develop competences in an entry management setting;
4. Apply common skills enhancing effectiveness in a personal and professional context;
5. Contribute to both society and the work place.

### **Program Content**

#### **Semester 1: Hotel Management 1**

<b>Course Name</b>	<b>Credits</b>
Innovation, Entrepreneurship and Communication	8
From the Farm to the Table	4
Guest Relations & Hotel Operations	4
Skills & Techniques in F&B	4
Restaurant Lab	4
<b>Total credits: 24</b>	

**Semester 2: Hotel Management 2**

<b>Course No.</b>	<b>Course Name</b>	<b>Credits</b>
FIN2172	Hospitality Financial Accounting and Control	3
MKT2182	Marketing for the Hospitality Industry	3
GEN2199	Fundamentals of Data Analysis & Visualization	3
HRM2178	Managing Diversity in the Global Workplace	3
ENT2133	Principles of Sustainability and Innovation	3
GEN2134	Communicating Effectively (as per tested level)	3
Elective – Foreign Language (or Professional English)		3

*(French or Spanish is normally offered to Chinese students while international students study Mandarin)*

**Total credits: 21**

**Semester 3:**

<b>Course Name</b>	<b>Credits</b>
Internship	10

**Total credits for certificate: 55**

**(Students exiting the program at this point will be awarded with a Certificate in International Hotel Administration)**

**Semester 4: HOTEL MANAGEMENT 4**

Course No.	Course Name	Credits
RDM3130	Room Division Management	3
FBM3196	Food and Beverage Management	3
RDM3131	Facilities Management	3
FIN3173	Hospitality Managerial Accounting	3
HRM3176	Hospitality Human Resources	3
HRM3182	Hospitality Marketing	3
GEN3199	Economics	3
GENS158	Cross-Cultural Understanding and Mandarin 3 or	3
GENS147	Cross-Cultural Understanding and French 2 or	3
GENS154	Cross-Cultural Understanding and Spanish 2	3

*(French or Spanish is normally offered to Chinese students while international students study Mandarin)*

**Total credits: 24**

**Semester 5:**

Course Name	Credits
Internship	10

**Total maximum credits for LRJJ Diploma in International Hotel Management: 89**

**C. HOSPITALITY IMMERSION PROGRAM**

The Hospitality Immersion Program is a two-week program designed to develop supervision and management skills in the context of hospitality operations. If you do not have prior experience in hospitality, you will be required to enroll in this program prior to beginning your graduate studies. This program includes the following non-credit-granting courses.

**Two Week Program**

Course No.	Course Name	Credits
HIP 01	Hospitality in Context	0
HIP 02	Food and Beverage Operations Management	0
HIP 03	Rooms Division Operation Management	0

## **D. POSTGRADUATE DIPLOMA IN INTERNATIONAL HOTEL MANAGEMENT**

The Postgraduate Program aims to enhance the knowledge and skills of its perspective students to the issues of international hospitality industry. The program consists of one academic semester plus an additional six-month period of an industry internship. The program includes a mixture of hospitality and business management theoretical courses coupled with an active learning of practice and an industry related field trip.

### **Program Objectives**

The aim of the Postgraduate Program is to expose students with the intention of changing career, to hospitality management issues and the range of strategic choices facing today's leaders providing them with the necessary skills to make informed decisions.

### **Learning Outcomes**

By the end of the program the student will be able to:

1. Develop, adapt and implement critical and transferable skills and concepts in an international hospitality management and managerial environment.
2. Evaluate, and communicate managerial decisions appropriately and effectively in an international context.
3. Evaluate complex hospitality issues and apply appropriate solutions utilizing relevant hospitality industry knowledge in a critical manner.
4. Internalize and exhibit appropriate values in terms of organizing, facilitating and co-operating in a multi-cultural team context.
5. Demonstrate a high standard of personal professional commitment and ethics appropriate for an international hospitality career.
6. Exhibit initiative, originality and the ability to adapt and respond effectively and appropriately to a changing environment with an understanding of sustainable concepts.

### **Program Content**

#### **Semester 1:**

<b>Course No.</b>	<b>Course Name</b>	<b>Credits</b>
P5010	Hospitality Leadership and Organizational Behavior	3
P5011	Hospitality Finance and Performance Management	3
P5012	Strategic Management in a Global Environment	3
P5013	Services Marketing in a Digital Age	3
P5014	Entrepreneurship and Business Modeling	3

And 2 Elective courses as required (a minimum number of students are required for each Electives to be made available)

P5020	Design and Facilities Management	2
P5021	Talent Management in Hospitality	2
P5022	Event Management	2
P5025	Yield and Revenue Management	2

**Total Credits:19**

### **Semester 2:**

<b>Course Name</b>	<b>Credits</b>
P5050 Internship Management Project	6
P5051 Internship Administration	3

**Total Credits of the Diploma Program:28**

## **11. COURSE DESCRIPTIONS**

### **A. HOSPITALITY PREPARATORY PROGRAM**

#### **ENG E32 – General English 1/2**

The General English program which takes learners through carefully structured and graded activity sets. An activity set is a group of activities made up of specifically staged tasks. This technique, known as scaffolding, provides students with the building blocks they need in order to develop their language ability in gradual steps, incorporating the key stages of illustration, induction, and interaction. The learning outcomes are based on the grammar, vocabulary and 'can do' statements implicit in each activity set.

#### **ENG E34 – Grammar and Writing**

This course enables students to improve their grammar and writing skills simultaneously. Students learn how to express themselves confidently in formal and informal situations while building a strong grammatical foundation and structure of the English language. Emphasis is placed on word functions, prepositions and complete sentences and the real life usage of those structures for every day communication. In this course, students write for pleasure while increasing their vocabulary, grammar and writing skills. Students develop skills to write a well-developed paragraph. This may include writing diary entries and short paragraphs at the appropriate level. The course also prepares the students for academic writing at the Hotel Management I level. Students in this course widen the scope of their interaction in English in order to communicate effectively according to a situation, role, and purpose.

#### **ENG E36 - Speaking**

This course will provide students the opportunity to further develop their speaking skills and confidence in addressing an audience. Students learn useful vocabulary related to every-day situations and use it while

practicing dialogues and speeches. The students also prepare Power Point presentations to better structure their speeches and to provide a visual to their audience.

### ENG E40 – Food and Beverage English

This course provides a foundation of the vocabulary and skills the students will need during their service course in HM1. The students learn how to communicate from the perspective of the guest as well as from the server's perspective. The main focus lies on vocabulary and speaking. These areas will be practiced through role-play activities of real-life situations.

### ENG E42 – Rooms Division English

This course provides a foundation of Hospitality English study in preparation for the Rooms Division courses. Students learn how hospitality organizations structure their businesses, gain knowledge of guest expectations and how to meet these expectations, the types of hotel services offered and more specific areas dealing with hotel reservations, check-in procedures, and check-out procedures.

Students become familiar with Rooms division vocabulary and terminology through exercises which cover the four areas of listening, reading, speaking and writing with an emphasis on interactive paired and group role-play activities, based on simulated, hypothetical real-life concepts.

## **B. LES ROCHES JIN JIANG DIPLOMA IN INTERNATIONAL HOTEL MANAGEMENT**

### **HOTEL MANAGEMENT 1**

#### Innovation, Entrepreneurship & Communication

GEN1331 Professional Communication Skills

ENT1332 Introduction to Entrepreneurial Design

FBP1301 The World of Oenology

FIN1371 Numerical Skills for the Hospitality Professional

GEN1134 Essential English or

GEN1152 Mandarin 1 or

GEN1146 French 1 or

GEN1153 Spanish 1

#### From Farm to Table

FBP1302 Fine Dining Service

FBP1303 Fine Dining Kitchen

## Guest Relations and Hotel Operations

RDM1326 Front Office Practical and Property Management Systems

RDM1327 Concierge and Guest Relations

RDM1328 Rooms Division in Hospitality

RDM1329 Housekeeping Operations

## Skills and Techniques

FBP1304 Pastry, Bakery and Chocolate Atelier

FBP1305 International Cuisine, Catering and Banqueting

FBP1306 Mixology, Bar and Barista

## Restaurant Lab - Concept Development

FBP1307 Innovative Restaurant Concepts

FBP1308 Street Food

FBP1309 Cleaning Science and Stewarding in Sustainable Practice

## **HOTEL MANAGEMENT 2**

### FIN 2172 Hospitality Financial Accounting

Financial understanding is an essential element in any manager's range of required skills. This course presents basic financial accounting concepts and explains how they apply to the hospitality industry. Students are introduced to basic accounting practices, including major classification of accounts, concepts and the production of financial statements. Through exercises, students practice writing income and cash-flow statements, and balance sheets. Financial statements from hospitality operations are introduced and various forms of financial analyses are included demonstrating how they serve the manager to assist in the business decision-making process

### GEN 2134 Communicating Effectively

Writing is both a skill and a process of discovery. This course treats writing as a purposeful communicative act involving a writer, an audience and a text, extending and developing skills necessary to enhance individual student's communicative effectiveness, particularly in the workplace and for further academic study. Students develop effective reading, writing, speaking and listening skills with a focus on: reading for gist/ extracting specific information, paraphrasing, summarizing, quoting, preliminary research methods and referencing techniques. Accuracy and improvement of these skills are developed via the creation of associated written and visual documents.

### MKT 2182 Marketing for the Hospitality Industry

This course introduces the key theories and practices in marketing management. It examines marketing as a strategic business function. Through an analysis of the business environment, the course considers products and services that might be profitably offered to hospitality customers. The course deals with the concepts of segmentation, targeting and positioning. It introduces branding and consumer buying behavior. The components of the marketing mix are discussed and applied to the global hospitality and tourism world.

### GEN 2199 Fundamentals of Data Analysis & Visualization

In order for students to be successful in a business environment, mathematical competencies are required. This course is designed to improve mathematical skills and introduce quantitative reasoning processes related to the hospitality industry and the wider business world. Essential functions and numerical relationships are reviewed and applied through extensive exercise work. This course prepares students to achieve a professional level of competence in using computer spreadsheets.

### HRM 2178 Managing Diversity in the Global Workplace

This course will highlight the importance of diversity in global organizations and emphasize leadership. Best practices of human resources administration in the global workplace, including recruitment, selection, performance management and different motivation practices will be covered. Students will explore areas such as power politics, decision making, problem solving and other organizational relations. Applying theories, setting and designing objectives, leading meetings, providing effective feedback, promoting motivation, identifying leadership styles are essential elements of this course.

### ENT 2133 Principles of Sustainability and Innovation

Sustainability is these days of the key elements to success in the Hospitality Industry. The entire hospitality industry is developing sustainable plans to decrease their operation costs, to improve their marketing performance, to enhance customer's experience and to comply with the new and stricter environmental regulations.

In this course you will learn that applying innovative actions and technological advances is possible to gain a competitive advantage in the globalize hospitality marketplace.

### GEN 2157/2147/2154 Mandarin 2 / French 2 / Spanish 2

This course introduces basic language emphasizing oral proficiency and communication skills. Students will participate in basic conversations on familiar subjects, interacting in a simple way, provided the other person talks slowly and clearly. They will be able to understand short texts and instructions. Students will be able to engage in a brief conversation where they can apply their knowledge to a hospitality environment. Students will reach a level equivalent to some of the elements of Level A1 of the Common European Framework of Languages (CEFR).



## **HOTEL MANAGEMENT 3**

### INT 1107/1110 Internship

Successful internships are a key component of the certificate program. This course will take students from their arrival on campus through to the successful completion of their first internship. Students will attend a series of workshops focused on developing the skills and qualities necessary to acquire, embark on and complete their internship. From managing their physical and digital professional presence to developing an understanding of industry needs and expectations, the career development and industry placement team will equip students to begin their professional journey.

## **HOTEL MANAGEMENT 4**

### RDM 3130 – Rooms Division Management

This course prepares the student for the organizational and strategic management of a modern international Rooms Division department. Advanced managerial concepts concerning planning, staffing, costing and revenue control of Rooms Division operations will be discussed to provide a foundation for the new manager.

### FBM 3196 – Food and Beverage Management

This course distinguishes restaurant and institutional catering from a hotel's food & beverage offering, and analyses the organizational, operational and financial aspects of modern food & beverage operations. Students will discuss labor cost control systems and analyze feasibility studies on an introductory basis. Food & beverage operating budgets are reviewed. The course places an emphasis on the banqueting and catering market.

### RDM 3131 – Facilities Management

Given that hospitality facilities are costly, complex and unique in many ways, managing hotel operations in a responsible manner requires the application of specific knowledge and skills. This course provides an introduction to the key issues involved in hotel operations management, while incorporating the contemporary issues of environmental protection and sustainability. Illustrated with examples drawn from the industry, the course will prepare students to deal with facilities related questions and problems as they arise in practice. While focusing upon the hospitality business, the knowledge gained in this course will also be transferrable for use within many other similar micro-organizational settings.

### FIN 3173 – Hospitality Managerial Accounting

This course further develops the student's understanding of financial statements and their ability to analyze them, which was introduced during the HALL semester. The student will explore the key areas of financial decision making, forecasting, and budget development and analysis. Fixed, variable and semi-variable costs are differentiated, and revenue and cost responsibility are assigned. The effect that the behavior of costs has on certain management decisions is discussed, as is the use of Cost-volume-profit and break-even analysis. Budget preparation theories are reviewed and budgeting techniques at the property level are applied. Methods for judging variances between actual and budget figures are considered. Issues relating to the importance of future cash flows are realized.

## HRM 3176 – Hospitality Human Resources Management

Hospitality Human Resources Management prepares the student to face the technical and operational challenges of their respective roles as Junior Supervisors/ Managers, irrespective of the specialist area. Key themes explored include recruitment, interviewing techniques (selection, discipline, and performance review), training and development, staff retention and motivation and improving organizational performance.

## HRM 3182 – Hospitality Marketing

This course offers a thorough grounding in Marketing Management. Starting from the idea that the purpose of marketing is to deliver value to the consumer, the course begins with the examination of marketing as a strategic business function. We then progress through an analysis of the business environment and how to determine products and services we might profitably offer our customers. The middle part of the course deals with the three key concepts of segmentation, targeting and positioning. Next, we explore the components of the marketing mix. The final section of our course deals with branding and consumer buying behavior. All of these concepts will be illustrated throughout the course with examples and case studies from the hospitality and tourism industry.

## GEN 3199 – Economics

This course prepares the student to criticize and utilize economic theory at both micro and macro level. Supply, demand and elasticity are introduced, as are long run and short run costs. Different forms of competition found in the hospitality industry are discussed and the implications of each form on price and output decisions are analyzed. The business cycle and the phenomena of unemployment and inflation are examined. Study of aggregate supply and demand leads to analysis of competing theories suggesting the reasons for macro-economic failure.

## GEN S158/S147/S154 Mandarin 3 / French 2 / Spanish 2

This course introduces basic language emphasizing oral proficiency and communication skills. Students will participate in basic conversations on familiar subjects, interacting in a simple way, provided the other person talks slowly and clearly. They will be able to understand short texts and instructions. Students will be able to engage in a brief conversation where they can apply their knowledge to a hospitality environment. Students will reach a level equivalent to some of the elements of Level A1 of the Common European Framework of Languages (CEFR).

## **HOTEL MANAGEMENT 5**

### INT 2107/ 2110 Internship

Successful internships are a key component of the Diploma program. The internship period provides the possibility for the student to use and relate the theoretical and practical knowledge acquired in school to workplace practices in the industry. It also gives an opportunity for students to develop a range of competencies in communication, collaboration, problem-solving, professionalism and leadership. Finally, the student reflects on this process of learning and skill development.

## **C. POSTGRADUATE DIPLOMA IN INTERNATIONAL HOTEL MANAGEMENT**

### **Hospitality Immersion Program (HIP)**

#### **HIP 01 Hospitality in Context**

This course will provide an overview of the hospitality industry and its structure. The students will be introduced to the dynamic contemporary hospitality industry. During the sessions, open discussion will review the current situation from a variety of stakeholders' viewpoint. Subsequently the class will explore and discuss the impact of innovative concepts, personalization of the guests' experience, hospitality related technological advances of virtual and augmented reality, artificial intelligence and sharing economy.

#### **HIP 02 Food and Beverage Operations Management**

In this course, Kitchen, service and stewarding are taught outside of the classroom environment. The experiential learning model will be delivered in form of demonstrations, lectures, practical application, group work and discussion. This craft based learning course is a vital component to gain knowledge and skills needed to manage and lead a successful hospitality operation in the future.

#### **HIP 03 Rooms Division Operation Management**

This course introduces the students to daily procedures surrounding the guest cycle. Highlighting the roles of front office manager and executive housekeeper, the course will also introduce advance managerial concepts relating to planning, staffing, cost and revenue control essential as a foundation for future manager. Familiarization with a property management system (PMS) will further embed the knowledge gained during workshops and discussion.

### **Postgraduate Core Courses**

#### **P5010 Hospitality Leadership and Organizational Behavior**

The course will examine the contemporary principles, techniques and research findings in hospitality leadership and organizational behavior that are driving high performance and continuous improvement in hospitality. Specific attention will be given to the analysis of the different elements that make a good leader such as personality traits, behaviors, and skills in a global context. The primary goal of this course is to prepare students for advanced leadership roles in modern hospitality organization. Students will be encouraged to reflect upon their own communication skills and leadership potential.

#### **P5011 Hospitality Finance and Performance Management**

This hospitality finance course will introduce and develop the major analytical skills hospitality managers and business operators require in terms of facilitating effective financial planning, control and decision making in a hospitality accounting context. Consequently, this course integrates the major elements of financial and management accounting pertaining to a hotel/restaurant environment.

#### **P5012 Strategic Management in a Global Environment**

The students will be introduced to identifying strategic challenges in the global hospitality industry. Tools for evaluating business environments and making rational strategic decisions are introduced.

This course provides an overview of the current strategic orientations of hospitality firms, and of the consequences of major trends on the future of the industry.

#### **P5013 Service Marketing in a Digital Age**

This course offers a thorough grounding in Services Marketing with a particular focus on hotels. It aims to address the various opportunities service oriented hospitality companies need to adopt in their approaches to marketing planning in the digital world. Starting from an understanding of the major differences between service and product marketing, the course examines the impact of the digital age in shaping current strategies. Students will also be prepared to deal with the disruptive digital environment and practice to research current trends to identify opportunities and design sound business practices to customers online.

#### **P5014 Entrepreneurship and Business Modeling**

The course aims to develop an understanding of the process of entrepreneurship and the hospitality business environment in which the process takes place. Building on a number of previously and simultaneously taught units, this course will provide students with the foundations for acquiring knowledge and skills to enable them to make a planned decision to proceed and develop their own ventures. Through business modeling, value enhancing decision will enable students to be more entrepreneurial within existing organizations and perform well when studying alternative or leading a project.

#### **Postgraduate Elective Courses**

##### **P5020 Design and Facilities Management**

This course provides an introduction to the key issues involved in hotel operations management, while incorporating the contemporary issues of environmental protection and sustainability. Illustrated with examples drawn from the industry, the course will prepare students to deal with facilities related issues as they arise in practice. Students will learn the design, operation, maintenance needs and maintenance methodologies of the primary facility systems such as water and wastewater, electrical, HVAC, lighting, laundry, solid waste management, telecommunications, food service, energy management, and safety and security. While focusing upon the hospitality business, the knowledge gained in this course will also be transferrable for use within many other similar micro-organizational settings.

##### **P5021 Talent Management in Hospitality**

Talent management involves individual and organizational development in response to a changing and complex operating environment. It is not just limited to attracting the best people from the industry but it is a continuous process that involves sourcing, hiring, developing, retaining and promoting them while meeting the organization's requirements simultaneously. This course explores fundamental issues related to the principles of talent management, based on the characteristics of the hospitality industry. It is intended to familiarize the students with practical human resource managerial competences that focus on the service industry. Students develop theoretical concepts combined with practical team work which builds transferrable skills to enable the effective management of people in the hospitality industry.

### P5022 Event Management

Events management is a Project Management led course integrating the disciplines of F&B operations management, financial management, human resources management, marketing and logistics. It is an area that is growing rapidly and now represents hundreds of professionals who are responsible for planning, coordinating and evaluating a wide range of events all year round. Students will be assessed before, during and after the event on their planning, managing and evaluation of live event presented during the semester to a range of internal and external customers.

### P5025 Yield and Revenue Management

The objective of this course is to teach Rooms and Food & Beverage departments' tactics and methods of effectively applying revenue management principles with the overall goal of maximizing revenue. Hospitality Rooms Division and Food & Beverage departments will be the emphasis of class discussion. Room discussion topics will include overbooking, product inventory control, duration control and forecasting techniques. Food & Beverage discussion topics include menu engineering, operations analysis and capacity management with the intent of maximizing revenue per available seat. The role of information technology with specific reference to customer profiling and Customer Relationship Marketing Management will also be reviewed.

### P5050 Internship Management Project

### P5051 Internship Administration

The internship period is to provide the opportunity for the students to use and relate the theoretical and practical knowledge acquired in school to workplace practices and environment in the industry. It gives an opportunity for students to develop skills in teamwork, self-management, decision-making, problem-solving and managing stress.

## **12. BRANCH CAMPUSES**

Les Roches programs are taught in the following branch campuses:

### **A. BLUCHE, SWITZERLAND**

The flagship campus offer bachelor degrees, postgraduate diplomas and higher diplomas as well as master degrees in Business Administration.

### **B. MARBELLA, SPAIN**

A branch campus offers bachelor degrees and postgraduate diplomas

## **13. ACADEMIC PARTNERS**

### **A. GLION INSTITUTE OF HIGHER EDUCATION, SWITZERLAND**

Offers bachelor and master degrees, postgraduate diplomas

### **B. BLUE MOUNTAINS INTERNATIONAL HOTEL MANAGEMENT SCHOOL, AUSTRALIA**

Offers bachelor and master degrees

### **C. KENDALL COLLEGE / NATIONAL LOUIS UNIVERSITY, USA**

Offers bachelor degrees

## **14. ACADEMIC REGULATIONS**

### **A. CHANGE OF PROGRAM**

Once admitted, a student may apply through the Dean's office to transfer from one program to another up until the end of the Second week of classes, during their entry semester.

### **B. COURSE EXEMPTIONS**

Students who have studied the syllabus, and who feel they have already covered the material in another certificated course elsewhere and within the last two years, may apply for a course exemption before the end of the second week of the semester by completing the following process:

1. Applying initially to the Dean or Program Manager for exemption;
2. Providing a detailed syllabus in English for comparative purposes;
3. Providing a transcript of the grade achieved for the previous course taken.

Pending deliberations, the student must attend classes. A decision will be made within two weeks provided all of the required documentation has been submitted. Exempt students will be given the course credit with a notation of CR on their academic record.

Exemptions are not given for courses after the second taught semester of the undergraduate Certificate program or for Practical/Craft-based learning courses.

There is no Exemption or Challenge for Credits option for the PGD Program.

### **C. CHALLENGE FOR CREDIT**

A student who has previously acquired knowledge in areas closely related to courses offered at the college may apply to earn credit by means of a Challenge for Credit examination, provided that they are in good standing in the program. This would allow them to demonstrate that they are proficient in the subject matter of a specific LRJJ course, without having to complete the entire course. The following conditions apply:

- If there is a request to "Challenge for Credit" when the student commences any semester, the challenge must be made in the first two weeks of the semester. The Dean must make arrangements for the test if they consider it appropriate for the student to attempt the challenge;
- A course may be challenged only once by the applicant;
- A grade of the minimum passing average required by the program must be obtained to gain the credit, but no grade will be recorded in the transcript. The notation CR will be entered and the semester average is not affected.

A maximum of 6 credits per semester may be earned by challenge or exemption.

A fee will be charged for a Challenge for Credit examination according to the current semester's information. Tuition fees are not refundable for credits obtained via Exemption or Challenge for Credits. .

## D. GRADING

The grading policy uses the range of 0 to 100 where 100 is exceptional work and 60% is the achievement standard for the Certificate/Diploma. Failure to submit work on time results in a failing mark. Further details are as follows:

### WRITTEN WORKSTANDARDS%

Work that fulfills the criteria below but at a quite exceptional standard. <b>90% - THIS GRADE IS THE ACHIEVEMENT STANDARD FOR RECEIVING THE HONORABLE MENTION OF “DISTINCTION” ON THE CERTIFICATE/DIPLOMA</b>	90+
Work of a distinguished quality which is based on a very extensive reading and which demonstrates an authoritative grasp of the concepts, methodologies and content appropriate to the subject and to the assignments. There is clear evidence of originality and insight, an ability to sustain an argument, to think analytically and/or critically, and to effectively synthesize and reflect a complex engagement with the aesthetic material.	85 to 89
Work that clearly demonstrates all of the qualities expressed below but which reveal greater imaginative insight and more originality. <b>80% - THIS GRADE IS THE ACHIEVEMENT STANDARD FOR RECEIVING THE HONORABLE MENTION OF “MERIT” ON THE CERTIFICATE/DIPLOMA</b>	80 to 84
Work which clearly demonstrates a sound and above average level of understanding of the aesthetics, concepts, methodologies and content appropriate to the subject and which draws on a wide range of properly referenced sources. There is some evidence of critical judgment in selecting, ordering and analyzing content. It demonstrates some ability to synthesize material and to construct responses, which reveal some insight and may offer occasional originality.	75 to 79
Work of the qualities expressed below but which contains a greater degree of critical analysis and original insight or creativity and perception. A range of methods will be used.	70 to 74
Work derived from a solid base of reading and which demonstrates a grasp of relevant material and key concepts and an ability to structure and organize arguments. The performance may be rather routine but the work will be accurate, clearly written, include some critical analysis but little or no original insight or creative thinking. There will be no serious omissions or irrelevancies.	65 to 69
A pass standard for the level of work. Work which covers the basic subject matter adequately and which is appropriately organized and presented but which is rather too descriptive and insufficiently analytical. It is anticipated that all assessment criteria are met. Competent and suitably organized work which demonstrates a reasonable level of understanding but which lacks sufficient analysis and interpretation to warrant a higher grade. It will display some of the weaknesses of a 'pass' grade. <b>60% - THIS GRADE IS THE ACHIEVEMENT STANDARD FOR THE UNDERGRADUATE and POTGRADUATE CERTIFICATE/DIPLOMA Program</b>	60 to 64



Work that shows a very basic understanding. Important information may be omitted. There may be some misunderstanding of certain key concepts and limitations in the ability to select relevant material so that the work may be flawed by some omissions and irrelevancies. There will be some evidence of appropriate reading but it may be too narrowly focused. The work may be descriptive, but of poor structure, meaning that it does not meet the requirements of a pass.	50 to 59
Work that evidently shows a lack of preparation and suggests that it has been quickly constructed without thought or argument. Major elements of assessment criteria are not addressed or are inappropriately treated. The student may have problems with understanding and writing. <b>Credits are awarded at this minimum standard except for PGD courses.</b>	40 to 49
Work, which shows no evidence of preparation, understanding and/or fails to address the assessment criteria. The student may have problems with understanding and writing.	10 to 39
Student is not present or has submitted work which has either not met the official deadline or which has been submitted on time, but shows clear evidence of plagiarism or cheating.	0

## PRACTICAL STANDARDS

The student demonstrates a high level of professional capability. They are objective and self-critical in their self-evaluation. They work with a very positive attitude showing leadership potential while respecting peers and superiors.	90%
The student shows a highly developed professional performance. They show a positive attitude and team spirit. They are objective in self-evaluation.	85%
The student shows a well-developed professional performance. They have a positive attitude and are objective in self-evaluation.	75%
The student makes an effort to progress and learn. Their professional capabilities are sufficient and their attitude is adequate. However, they may lack team spirit and fail to take initiative.	65%
The student's professional capabilities are sufficient and their attitude is adequate. They are capable of being a leader, but remain as a follower. The student lacks initiative and their self-evaluation is insufficient.	60%
The student has acquired professional knowledge, but may lack punctuality or a hygienic approach or positive attitude. There are no positive efforts made for improvement.	50%

The student's level of professional performance is insufficient. The student recognizes errors but does not appear to make an effort in order to improve. Peers may easily influence the student in a detrimental way.	40%
The student's attitude is often negative and they are not motivated. There is likely to be difficulty in placing the student in a training position due to the lack of enthusiasm for the industry and their ability level, which is below average.	30%
The student has a very negative attitude with no motivation for the industry. The student overestimates him / herself and does not recognize their own mistakes. The student's professional capabilities are insufficient to place them in a training position.	20%
The student is often absent making it impossible to evaluate them.	1%
The student has not attended duties and has not taken part in theoretical work.	1%

#### **E. SUBMISSION OF ASSIGNMENTS**

Assignments must be submitted on time and at the right place according to the faculty's instructions. Failure to submit the assignment on time will incur the following penalties:

- Submission up to 24 hours late: - 20% reduction in grade for that assignment.
- Submission over 24 hours late: - 1% will be recorded for that assignment.

#### **F. ACADEMIC DIFFICULTIES**

Students are required to make known any medical problems and/or learning differences they have which will affect their ability to progress. This information is requested on the application form. Diagnosed learning differences such as dyslexia, dyspraxia, ADD, ADHD will be accommodated as far as is possible by the college.

#### **G. INCOMPLETE WORK**

Students prevented by illness (or other legitimate reasons acceptable to the lecturer) from completing the work requirements of a course before its completion, will have the designation 'INC' (incomplete) assigned on the grade report sheet. No grade point is recorded and the semester average is not affected. At this point, a completion date will be stated. If, by the time the Awards Committee meets, the lecturer has not submitted a new grade and no 'Grade Deferment' has been granted by the Awards Committee, or if the stated completion date has passed, a "one percent" will be assigned. The semester average will then be recalculated.

#### **H. PROGRESSION**

##### **Undergraduate Program - Hotel Management 1**

In order to fully progress at the end of a semester, a student must:

- Achieve an average of 55% in the English subjects taken in HM1
- Pass both Essential English and Professional Communication Skills in the HM1 semester if the 55% average is not achieved
- Have an average of 60% or more in each of the 3 modules (of 6 weeks each)
- have no course average below 40% within each module

## **HM2 / HM4**

In order to fully progress at the end of a semester, a student must:

- Have no more than two 3-credit courses (or equivalent) with course average below 60%
- Have no subject grades below 40%.

## **HM3 (Starting 2019.1)**

- Successfully completed assignments with 60% marks and pass any additional academic work required
- Complete all the work tasks and documentary requirements set by the CDIP office

## **Undergraduate Program (top-up) - Hotel Management 4**

The HM4 semester is a challenging program focusing on management studies and critical thinking. Consequently, to be admitted into this program, a student **requires at least one completed and valid**

**Internship and a minimum grade average of 60% in their HM1 and HM2 studies combined.**

## **POSTGRADUATE**

To progress from one semester to the next, re-sit is entitled for failing subject with course average between 50% and 60% unless prohibited and specified otherwise. Retake is required for failing subject with average below 50%. PGD students need to complete all the courses. The overall pass is that of 60% per subject.

Students are required to attend all re-sits unless prohibited and specified otherwise in the communication from the Academic Office. Opportunity of attending re-sit exams cannot be claimed retroactively once the re-sit session is over at the beginning of the next level of studies.

## **I. RE-SITS AND RETAKES**

For students who do not achieve the progression or achievement standards of their program of study, Les Roches operates a system of re-sit examinations and retake classes.

- A re-sit is a one off examination which must be taken in all failed subjects, when a student has failed the semester of study. These are subject to an examination fee.
- A retake class is for students who have not achieved the progression requirements after attempting the re-sit exams. In this case they must attend all the classes of the failed subject again and complete all the assignments set.

Retake classes are scheduled in priority to the next semester's classes, and a full tuition fee per subject will be charged. If a student has still failed to achieve the progression requirements after completing retake classes, then they are permitted one final re-sit examination in the failed subject(s). If the student

is again unsuccessful with the re-sit examinations they will be required to withdraw from their studies.

### **Notes on Re-sit Examinations**

- They are scheduled on precise dates at the beginning of each new semester.
- Students will receive an email from the Registrar Office detailing their results within 2 weeks of the end of semester. If an email is not received the student must contact the Registrar Office directly to discover their results.
- The Registrar Office will also provide the students with a re-sit examination schedule, so the student can make sure that they return to campus on time.
- If the student is going on internship they may delay the re-sit examination until the internship is completed. However all re-sits must be completed within one year of the failed semester, unless specific permission is given by the Dean.
- It is the students' responsibility to make sure they arrive on campus in time to complete the re-sits.
- The appropriate re-sit examination fees need to be paid to the finance office before students are admitted into the exam room.
- If a student wishes to waive their opportunity to take any re-sit exams (and instead go directly to retake classes), then they must request this in writing to the Registrar Office prior to the start of the re-sit examinations.
- Students who miss the scheduled re-sit examinations without prior permission will need to complete retake classes in the failed subject(s).
- A student who had official permission to miss a regular re-sit examination, must then attend a rescheduled exam at a time and place agreed with the Program Manager (normally within one week of the original exam). There will be an additional charge for this late examination.
- If this replacement examination is not taken (for whatever reason) then the student must either retake the failing subject(s), or postpone the current semester.
- If the student is successful in the re-sit examination, a maximum subject grade of 60% will be awarded and this will be used in the computation of the semester grade average. The re-sit mark, if below the minimum pass requirement, will be the final grade when it is higher than the previous mark.

### **Notes on Retake Classes**

- Students who have not met the minimum achievement grade (after re-sit) in more than two subjects will not normally be able to fully progress into the next semester of study until they have retaken and passed the failing subjects.
- A re-sit examination will not be permitted if the fail was due to cheating/plagiarism. In this case the student may have to retake the failed subject but this will be dependent on their overall results.
- Students, who after the re-sit examinations are still failing 50% or more of the academic credits relating to that semester's courses, must retake all the failed classes. Therefore, they will not be able to progress with their studies into the following semester.
- In addition to the point above HM 1 students who are required to retake more than 3 weeks of Practical courses will not be able to progress with their studies into the following semester.
- If the student has not met the achievement level for the semester, after the re-sit examinations, he/she must retake the failed subject(s), or equivalent subject(s), at the appropriate campus of current study.

The Grades/Awards Committee may allow a maximum of two subjects to be taken concurrently with the next semester, providing the timetable allows it. In addition, a student cannot progress to a new semester, if they are still failing the semester prior to the most recent one studied.

## **J. PLAGIARISM AND CHEATING**

Plagiarism is the act of presenting another's ideas or words as one's own. Cheating includes, but is not limited to, the intentional falsification or fabrication of any academic activity, unauthorized copying of another person's work, or aiding and abetting any such acts. In the context of these regulations, bad practice is related to, but less serious than plagiarism, where the perpetrator may have referenced another's work, but has not contributed anything new to it. Bad practice is difficult to define precisely, but it includes the uncritical overuse of quotes, and over dependence upon one literature or web source.

Plagiarism and bad practice must be carefully avoided in all courses and modules of the program, and faculty members are required to penalize students who fail to do this. Identified cases of plagiarism must be formally recorded with the Dean. These acts are forbidden for any graded work assignment such as quizzes, tests, examinations, case studies, projects or reports and such acts will result in a one percent grade for that piece of work.

Should a student fail a course due to plagiarism or cheating, a re-sit exam may not be permitted. Should a student be caught in such unfair practices, it will be permanently recorded in the student's file and if this happens the second time, he/she will be immediately expelled from the college. There is no excuse for students to be involved in any aspect of Unfair Practice and the Awards Committee will not entertain or tolerate these activities.

## **K. EXAMINATION REGULATIONS**

Examination dates will be posted at least one week before the examination takes place.

A student may be allowed to take an examination at other than the scheduled time only if he/she is incapacitated due to illness or accident which has been certified, there is a certified death in the immediate family or valid activities that have been brought beforehand to the attention and the approval of the academic management. An examination which is missed for reasons other than the above will result in a grade of one percent.

A student who misses an exam for the above reasons must notify their Class Coach within one day of their return to school with supporting evidence (e.g. a doctor's note). A date to sit the exam will then be agreed. Failure to meet the one day deadline may result in the opportunity to sit the exam being denied and a grade of one percent will be awarded to calculate the course average.

A student who believes that his / her circumstances fall into other than the above categories must present supporting documentation and must request a supplemental examination from the Dean, whose decision will be final. This will be a different examination and there will be a fee for a supplemental examination. Having travel plans is not an excusable reason for missing an examination, and neither is any excuses related to acquiring travel visas or attending job interviews.

Any student arriving at an examination after one third of the exam time will not be admitted into the examination and the resultant grade will be zero. A student admitted late will only be given the original time until the normal conclusion of the examination to complete the exam. During final written examinations students may not leave in the first 30 minutes.

General examination regulations will be posted with the examination timetable and students and faculty without exception must observe these. Such regulations will relate to:

- a. Items allowed / not allowed in the examination room;

- b. Items not allowed in the examination room;
- c. Talking during the examination;
- d. Finishing the examination;
- e. Cheating or attempted to cheat;
- f. Question Time;
- g. Dress Code.

## **L. MAINTENANCE OF ACADEMIC STANDING**

Students, who in the judgment of the Awards Committee or the Dean consistently fail to maintain satisfactory standards, will in the normal course of events, receive notice of:

- An academic warning on the first occasion;
- An academic probation on the second occasion and will be
- Required to withdraw on the third occasion.

Students who have been required to withdraw will have the designation RW recorded in their academic records and are deemed to have failed. The Awards Committee will specify any conditions or exclusions affecting the required withdrawal.

## **M. GRADE REPORT SHEET**

Upon request at the end of each semester, the sponsor is provided with a Grade Report Sheet. The report will list those courses that contribute to the current program of study, and will show for each, the final grade and earned credits. In addition, the report will show the student's behavior mark and any absences accumulated during the semester.

Official Final Transcript and/or final award document will be issued at the completion of the program, or the confirmed withdrawal from the program, free of charge.

Additional copies of official transcript or duplicate of final award (in case of loss of the original) can be obtained from the Registrar Office for a fee.

## **N. DEFERMENT OF GRADE (DG)**

DG is a designation applied to a course by the Academic Office to indicate that it grants the student an extension of a specified time (of maximum 6 months) to complete the requirements of a course.

## **O. ACADEMIC RECORDS**

The student's academic record is confidential, within the college's faculty and administration teams, and will be sent only to the student and the parent / guardian or sponsor of the student unless otherwise instructed by the student, parent / guardian or sponsor. Any instruction to the contrary, must be made in writing to the Registrar by the student, parent / guardian or sponsor.

## **P. TRANSFER OF CREDITS**

Credits earned at the college are transferable at the discretion of the receiving school, college or university.

## **Q. VALIDITY OF REGISTRATION**

A student's registration and credit remains valid for twice the length of their program's duration (unless other regulations apply).

## **R. GRADUATION**

To graduate, a student must:

- a. Successfully complete each of the requirements of the chosen program;
- b. Meet the progression requirements for each semester;
- c. Complete all necessary internship periods and assessments (as part of the program);
- d. Discharge all financial obligations to the College.

## **S. HONOR STUDENTS**

A 'Distinction' is awarded based on the grade average of 90% or above over all semesters of study at Les Roches Jin Jiang.

A 'Merit' is awarded based on the grade average of 80% or above over the all semesters of study at Les Roches Jin Jiang.

## **T. APPEALS FOR GRADE DISPUTE**

Students may lodge an appeal to the Awards Committee within 15 working days from the receipt of their results when:

- a. The published results of grades are suspect of containing arithmetical errors or other errors of fact;
- b. Exceptional personal circumstances could have had an adverse effect on the candidate's performance. Besides providing third party evidence, which substantiates the claim, the candidate must provide good reasons why the invoked reason was not made known to the Grades/Awards Committee before it took place.

### **Notes:**

- Appeals, which are based on facts and are already known to the Awards Committee before they made their recommendation for the conferment of awards, will not be admissible.
- Appeals, which question the academic judgment of examinations, shall not be admissible.
- Appeals, which are based on factors already known to the candidate before the assessment took place, will not be admissible. Such cases should have led the candidate to file for mitigating circumstances.

### **The Awards Committee:**

The Awards Committee comprises:

- The Dean
- Faculty members

### **The Appeals Procedure:**

Appellants are required to contact the Dean's Office and are required to pay an administration fee. The Dean receives and examines the eligibility of an appeal and if eligible, forwards it to the next Appeals Commission meeting. These meetings only take place upon the request of the Awards Committee. The Appeals Commission will be empowered to take either of the following decisions:

- Reject the appeal with no further action to be taken;
- Refer the matter back to the Awards Committee with appropriate recommendations.

These recommendations are received by the Awards Committee, who transmits them for execution to the Chairman of the Awards Committee i.e. the Dean receives these recommendations.

The Awards Committee may only question these recommendations if and when errors of fact or procedural mistakes are suspected to have influenced the Appeals Commission's recommendation(s). If such is the case, the Awards Committee and/or the Academic Committee must resubmit the case to the Appeals Commission with all the necessary documentation.

### **Appeals Commission:**

The Appeals Committee comprises:

- The Campus Director of the college;
- The Vice President of the college;
- An Independent Educational Representative (External);
- An Independent Industry Representative (External).

The quorum for this committee is two members, of which at least one must be independent (an external individual) and one must represent the college (an internal individual).

## **U. ATTENDANCE POLICY**

**Attendance in class is important for succeeding at the college and students are expected to have a commitment to their studies and a work ethos, which is displayed through excellent attendance.**

For this reason, attendance is required at all theory and practical classes. Students are expected to be in class on time. **Lateness will be recorded as Absence.** The lecturers have the discretion to refuse the student from entering the classroom and record it as absence if it causes interruption or disturbance to the class.

### **Absences**

Each lecturer/instructor will record absences for each period when a student is absent, and absences are shown on the student's transcript. The lecturer will record the absence on a daily basis. A single period



counts as one absence; a double period counts as two absences, etc. If a student shows up late for class, it is his/her obligation to inform the teacher. It is essential that students are not absent from more than the recommended amount of lessons. This is to justify the credits awarded for each course and to give students the best possible chance of passing the program.

The absence allowance is only to be used for illnesses, personal appointments, external interviews and any other valid reason that cannot be dealt with outside of lessons and practical time. It is highly recommended that students keep a note of their own absences and/or check the student information system. Any errors must be reported to the lecturer within two weeks of the absence being recorded.

Students who, for whatever reason, arrive late in Les Roches at the beginning of the semester will also be marked absent for all classes missed to date.

It is the students' responsibility to manage the maximum allowed absence hours. Students need to inform themselves during the orientation and by reading the academic catalogue prior to attending class to fully understand the consequences of their actions. Ignorance such as **"I did not know"**, **"I forgot"**, etc. is not considered an excuse!

Warning letters are sent to students when absence hours reach:

- Twenty hours or above;
- More than 40 hours (semester invalidation).

Copies of all warning letters are sent to Sponsors, the Dean and the Campus Director and a copy is placed in the student's file. **Students exceeding the limit of 40 hours without valid excuses face suspension of their semester, or if repeated, expulsion from the college.** In case of valid proof of evidence, students exceeding the maximum of 40 hours allowed per semester will be put on a contract (a mutual understanding) for monitoring and controlling attendance.

Please note: Thereafter, a student with justified absences (i.e. illnesses or accidents) are obliged to bring necessary proof of evidence (e.g. doctor certificates) and inform his/her program manager on a daily basis before classes/sessions start. **Students exceeding 60 hours / HPP students exceeding 40 hours, even with valid excuses, will be automatically deferred to the next semester. All students exceeding the limit of 40 hours will carry these hours over to the next semester or it will be recorded on their final transcript if they are in their final semester.**

The Campus Director or academic managers (Dean or Practical Program Manager) may allow students to be absent in some circumstances and these absences will not count towards the student's final total. This is particularly with regard to work with the off-campus events organized by the college. Any requests of this nature should be made in writing prior to the student's absence.

Lessons missed due to mandatory in-house presentations and interviews will not count towards the total absence provided that students register to attend presentations or the relevant events. Students will still be marked as absent from class but Registrar Office will adjust this once their attendance is verified by the Dean or Practical Program Manager.

**Absence from class does not release students from the responsibilities of submitting work and projects on time, or of taking exams, quizzes and group work.** The lecturer may elect to give a failure mark if a student does not attend a scheduled class, even if the student is within the absence limit for that particular course.

### **U.1 Absences for HPP Courses:**

A student registered in the HPP program will be suspended if they exceed 40 hours of absence from the program.

### **U.2 Absences for Academic Courses:**

Students will automatically fail an academic course if they are absent for more than 20% of the contact hours. This represents 10 hours of a 45 hour theory course.

### **U.3 Absences for HM1 Semester:**

To develop a student's professionalism, team spirit, and academic rigor, there are strict participation requirements during the semester. Attendance is required for all assessments, practical workshops and courses. Students are also required to be available for any special events (e.g. sports day, cultural day, graduation, and career fairs).

Learning takes place through participation, observation, application and repetition, and involves contributing as a member of a team. Hence it is important that students respect their schedules at all times. Practical courses simulate industry standards, and are dynamic and fast paced. Therefore, students can only fully benefit from the courses if they are present in class.

Specific requirements follow:

#### **Lateness or Absence from Practical Courses**

Students are required to be punctual and a late student (15 minutes or less) will have points deducted from the related assessment or if more than 15 minutes late will be marked absent for the entire day (6 hours independent of the number of hours timetabled). The same consequences apply for unapproved interruption of the class. The students will however be allowed to stay in class to avoid missing knowledge acquisition.

The student must communicate any absences in advance, via e-mail to the instructor in charge, before the practical class starts (with the Practical Program Manager in copy).

The consequences of absences and unapproved interruption of the class are the following:

- 1 day of absence (6 hours): 20 percent will be deducted from the final grade of the course.
- 2 days of absence (12 hours): 40 percent will be deducted from the final grade of the course.
- 3 days of absence (18 hours): 60 percent will be deducted from the final grade of the course.
- As of the 4th day of absence (over 18 hours), he/she will receive a grade of 1 percent for the course.

If a student is absent due to one of the following reasons and has communicated as required, the absence will still be recorded; however, no deductions will be made to the grade:

- Death of an immediate family member
- Force majeure
- Serious illness (with a medical note from a doctor)
- Any other justified reason approved by the Practical Program Manager in advance

In these situations, documentary evidence will be required. In case of serious illness, the student must either: visit a doctor the same day or visit the school nurse the same day to make an appointment with a doctor as soon as possible.

The Practical Program Department cannot arrange rescheduled learning for individual days of absence. If due to extraordinary reasons mentioned above, the student misses an entire course, this course will be marked incomplete. Upon the approval of the Practical Program Manager and the Dean, a maximum of

three weeks of learning may be rescheduled at the end of the following academic semester. Should the student have more than three weeks of learning incomplete, they will be unable to progress to the next academic level and will be required to return to the HM 1 semester until the HM 1 progression requirements are met.

#### **U.4 Absences for PGD courses:**

Postgraduate level students are expected to attend all classes. Many assessments depend on class involvement and failure to attend may jeopardize your achievement. Absences must be explained to the faculty and the Dean may decide to take sanctions against students who are absent for no good cause. In extreme cases, the Grades/ Awards Committee may refuse to assess a student.

Students are expected to show a mature approach to their studies and take responsibility for their attendance, learning, group work and assessments.

#### **U.5 Failing Courses due to Excessive Absences**

If the amount of allowable hours is exceeded, the student will receive a failing confirmation letter from the Registrar Office. The student can submit a "request for consideration", using the template provided by the college, within 48 hours, and present evidence if it was not provided previously.

It is recommended that the student continues attending classes for the remainder of the course in order to obtain a grade for each assessment, pending the Grades/Awards Committee decision.

#### **Grades/Awards Committee Decision**

The Grades/Awards Committee meets at the end of the semester during the predetermined dates to review all "request for consideration" and takes the decision. The decision of the Committee is final.

#### **Criteria the Grades Committee consider when evaluating request for consideration**

- Reasons for being absent from class
- Evidence supporting request for consideration
- Adhering to the time frame as outlined in this policy
- Continuous attendance and social behavior
- Academic standing at the end of the program

#### **Decision outcomes**

- The Committee accepts the request: The student is awarded the grade he/she achieved. Should the achieved grade fail to meet the progression requirement, the student will be permitted to attend one re-sit exam. The re-sit exam is scheduled only once and communicated to students well in advance. It is the student's responsibility to be present for the re-sit exam when scheduled.
- The Committee denies the request: The student will be awarded 1% as the course average. No re-sit will be permitted. Before the students will be allowed to fully progress to the next semester, they need to pass the retake. The student will need to make the necessary arrangement to retake the course. This could mean having to add an extra semester to their studies.

#### **Invalid HM2 and HM4 semesters**

A student will be suspended from their studies for the remainder of the semester if he/she fails more than 3 of the registered courses in that semester due to absenteeism. A student on a special schedule taking 5 or fewer classes in the semester will be suspended if he/she fails more than 2 of the registered courses due to absenteeism. Any grades awarded during that semester will be invalidated and the student will be required to restart the entire semester.

Absences recorded will remain as a fact and the failing letter remains valid until the Grades Committee meets and decides otherwise, unless a student is suspended from the college before the end of the semester.

### **Uniform / Behavior / Gross negligence**

The college's goal is the transformation of each student into a hospitality industry professional and consequently has expectations in regards to grooming, equipment handling, absenteeism, or any behavior issues. It is expected that students follow our guidelines according to the "Standards of Excellence", and disciplinary points will be deducted if students damage equipment through gross negligence or a deliberate act. Our educators will also deduct disciplinary points for incomplete or incorrect uniform and grooming or if the student misbehaves in any way. In addition to these sanctions, the academic management reserves the right to assign extra duty (as a learning instrument) for frequent absenteeism or in cases of severe misbehavior.

## **V. STUDENT INFORMATION SYSTEM (SIS)**

All Les Roches Jin Jiang students will be supplied with a username and password to access our Student Information System where they will be able to receive important information about daily activities, general information about the college, and also information about their current and final grades of each subject as well as information about their current standing regarding absences and behavior marks. Students are required to log into the system at least daily in order to be updated about anything that is happening in the college and avoid missing important information that could lead to a penalty or any uncomfortable situation. The SIS has a tracking system implemented that allows administrators and faculty to monitor who logs in and reads the messages and who fails to do so.

Besides getting information from SIS system, campus APP also provides general information and is available to all students. It is a mobile learning platform that offers continuous bite-size training. Students can get update on the current events, news and school and class activities. The APP also supports our current practical courses in F&B and Rooms Division. Student can access the courses anytime at anywhere and it can serve as pre-learning or post learning tool for their studies. Students can learn interactively thru videos, audios, and many more in this APP.

## **15. EDUCATIONAL PHILOSOPHY AND MANAGEMENT**

The College's leadership structure is designed to guarantee the responsible management of the College's resources, and commitment to achieve its mission and objectives. Les Roches Jin Jiang is a joint-venture company, which belongs to Sommet Education and Jin Jiang International Hotels, which is the largest Asian-owned hotel chain.

The senior management team consists of President, Campus Director, Vice President, Dean and Director of Finance. They are assisted by department leaders consisting of Director of Enrollment & Marketing, Human Resources Manager, Registrar, Operations Manager, Director of Student Support, Career Development and Industry Placement Manager, IT Manager, Academic and Practical Program Management team. Les Roches Jin Jiang is part of an institution, which strives to offer high quality career focused education.

As such, there is a management structure whose function is to ensure academic integration and

curriculum diversity.

The College's academic guidance rests with the Academic Committee. This committee is responsible for developing the curriculum and establishing rules and regulations that affect students' lives. The Dean, Registrar, Faculty, and Students participate in this committee.

The Academic Committee sets the parameters for faculty work. The faculty is, however, free to design and develop courses of study providing students with their experience supported by legitimate sources of information and using a balanced approach. Typically, faculty will seek to give students a solid base in their field and foster critical reasoning. Thus, the college as a whole strives to prepare students to assume a personally rewarding constructive role in society.

Before delivery to students, courses are presented for approval to the Academic Committee via the Program Committee, which assesses the potential success and contribution it will have towards the aims and objectives of the program of study as a whole.

Another important executive arm of the Academic Committee is the College's Enrollment & Marketing Department (EMD), which is responsible for admitting students into LRJJ programs. The Registrar follows students' academic standing until graduation, in conjunction with the Dean. The Academic Committee regularly assesses students' progress by analyzing individual and group results in accordance with academic regulations and other regulations that govern the program. The Academic Committee is the official body that recommends Conferment of Awards. Appeals may be lodged following the appeal's procedure described elsewhere in this catalog.

Thus, the structure within Les Roches Jin Jiang is designed to achieve three major objectives:

- The first is to assure that all constituencies within the College work towards realizing the College's mission;
- The second is to make sure that all key persons involved in the education of students, and all other relevant constituencies including students themselves, participate in defining the means and actions that are necessary to achieve the College's mission.
- The third is to ensure adequate provision for monitoring and assessing the College's performance in achieving its mission.

## **A. CODE OF ETHICS**

The Les Roches Jin Jiang community commits itself to being a center of excellence and integrity. It aims to maintain a spirit of open academic inquiry; it seeks to ensure and respect the rights and equal opportunities of all of its members and to maintain a sense of respect and consistency with stakeholders. Likewise, Les Roches Jin Jiang expects that all members of the community will contribute to the welfare and reputation of the college and its members.

## **B. PATHWAYS OF STUDY**

The programs at Les Roches Jin Jiang are organized into horizontal yearly course structures. Within the programs, courses are subdivided into Pathways to emphasize the vertical nature of the various fields of study over several years. The vertical integration ensures that the various courses within a Pathway progressively develop students' abilities in this discipline. Horizontal integration of the courses within a course, for example the first year of studies of Hotel Management I, ensures the courses complement

each other and best achieve the goals of the course. The Pathway organization is also used to organize and focus faculty for curriculum review, internal verification, and development (using Industry Advisors where appropriate). General Education has its own pathway and works towards its mission whilst also seeking to support the overall aims of the whole program through students' core skills development.

### **C. ACADEMIC ADVICE, TUTORIALS AND CAREERS COUNSELING**

Academic advice and careers counseling are provided by Faculty and Administration, depending upon the areas of need of the specific student. The academic environment of Les Roches Jin Jiang means that the doors of the management team and faculty are regularly open to students for consultation, either on course or program difficulties, or for careers counseling.

The **Career Development and Industry Placement office** assists students in making professional contacts, contacting hospitality corporations and contacting other educational institutions for further information. This department also provides additional assistance in finding industry internships and work positions.

### **D. FACULTY**

The backgrounds and qualifications of the Les Roches Jin Jiang faculty reflect a wide variety of international skills and qualifications. From diverse cultures and nationalities, the faculty ideally complements the program content which incorporates the Swiss emphasis on initially attaining a thorough basic knowledge in Practical and Hotel Operation skills, while incrementally developing competency in business-related academic and general education courses.

### **E. TRANSCRIPTS**

All requests for transcripts, records and copies of original documents are to be addressed to the Registrar Office. An administrative charge applies for this service.

## **16. CAMPUS**

### **A. CLASSROOMS AND LABORATORIES**

The main building of Les Roches Jin Jiang contains the majority of classrooms and laboratories. Specialty classrooms include kitchen facilities, restaurant outlets, reception and housekeeping mock-up room.

The Library features besides books, also journals, magazines online databases, as well as videos, CDs, DVDs and audiotapes. Internet access for research and personal use is available. Les Roches Jin Jiang students also have the option to enjoy full access to the Shanghai Institute of Tourism library and the Shanghai Normal University library for a minimal registration fee.

All administrative offices are located in the main building. Faculty offices are located on every floor.

### **B. COMMON AREAS**

Lobby, student lounge, and the sports and fitness room are open from Monday to Friday between the hours of 07:30 hours and 21:00 hours. In these areas the students can socialize, read or work. In addition,

the dance studio is available upon request to the reception (requires approval by the Student Activities Manager).

Students are expected to help keep these areas tidy at all times. It is important that when visitors arrive, the first impression they have of the College is that it is neat and orderly.

Smoking is restricted to a certain area (located outside, right next to the auditorium) and is not permitted elsewhere.

## **C. COMMUNICATIONS**

Student mail should be addressed as follows:

**Student's Complete Name and Student Number,  
Les Roches Jin Jiang International Hotel Management College,  
928, Yan An West Road, Shanghai, 200052, P.R. China.  
Tel: +86 21 6212 1856**

**When on duty or in class, students may not receive phone calls. Mobile phones should be switched off during these times.**

Students may not miss classes or any officially scheduled events due to time spent in administration offices unless requested or agreed.

Other information is displayed on notice boards that students should check daily in order to keep up-to-date with general information, memos, and meetings etc. Notice boards are located in the main building, and the Student Information System (SIS).

## **17. STUDENT LIFE**

### **A. THE DAILY WAY OF LIFE**

**Student life at Les Roches Jin Jiang mirrors the life of a future manager in the hospitality industry. Students at Les Roches Jin Jiang fulfill demanding work schedules, yet they enjoy a fulfilling social life.** Indeed, two major components of the Les Roches Jin Jiang way of life are the regimented work disciplines associated with the academic and practical demands of the curriculum, and the cross-cultural social activities of the student body.

### **B. THE WORKING ENVIRONMENT**

Within the College, it's all about hospitality! The College operation is in fact to a large extent, maintained by the students, who are involved in all phases of food production and restaurant service and who assume defined responsibilities for the running of the College.

Students within the College adopt a code of behavior and appearance, in accordance with the rigors of the industry. Self-discipline is an indispensable prerequisite for any future manager; its acceptance and implementation in the College assures an easy transition to an industry renowned for its conservative attitudes to propriety and aesthetics.

Attendance at scheduled events constitutes lifestyle training for a would-be professional, moreover

attendance in class supports effective learning and therefore attendance is compulsory. The responsibility lies with the student to manage his or her own time in preparing for evaluations scheduled throughout the semester. Evaluations may be written or practical, or a combination of these, depending on the course.

### **C. EXTRA-CURRICULAR LIFE, SPORTS AND SOCIAL ACTIVITIES**

Extra-curricular life within this framework is rich and varied.

Les Roches Jin Jiang acknowledges the importance of fitness and sport to the overall physical and mental well-being of the future professional. The Les Roches Jin Jiang College is nestled in the Shanghai Normal University Feng Xian campus. The majority of the SNU facilities are accessible to Les Roches Jin Jiang students. LRJJ and SNU offer a fitness room with cardio-vascular bodybuilding equipment, and outdoor sports fields and basketball and volleyball courts for students to use.

Other informal activities are also scheduled weekly.

League contests for soccer, basketball, volleyball, field hockey, and other sports are organized with other schools in the region and with local clubs according to student demand and involvement. Sports at Les Roches Jin Jiang are, to the greatest extent possible, co-educational with men's teams, women's teams and mixed teams participating.

Access to the college facilities is free of charge, but the students themselves pay for some of the sports and activities played off-campus. All students may use the sports fields at any time unless the grass is wet when it is forbidden to play on the field in spiked boots.

For safety reasons, swimming in the lake or river is prohibited.

Social life within the College is well organized in each semester by the Student Activities Manager and Student Activities Coordinator (located at the reception). Each evening from week 2 to 16 several clubs are taking place where students can participate in many activities and events.

### **D. STUDENT REPRESENTATION AND SUPPORT**

Students are involved in the life of the College through several systems. **Class Delegates** are elected directly by each class and perform certain administrative and communicative tasks regarding policies and events. The Class Delegates represent the impressions and needs of the student body to the administration. Meetings are held monthly to ensure a steady flow of two-way communication between the College administration and students.

An 'open door' policy ensures students' ready access to College Management or any other member of the administration team or faculty.

There is also a **Student Activity Manager** and a **Student Activity Coordinator** who help students in organizing a range of social and recreational events during the semester. In addition, a **Class Coach** is assigned to each class. The Class Coach is one of the class lecturers who acts as the Academic Counselor and provides the class with updates about happenings at the College.

### **E. RESIDENTIAL LIFE**

For domestic students, the first housing option is the college's official dormitories at Shanghai Normal



University Feng Xian campus. Students may also choose to stay outside the campus (SNU campus hotel Haisi or other accommodation selected by the students). International students will have their residential life at the SNU campus hotel Ying Bin Lou or may choose to stay at Palm Beach Residence. Students who choose to stay at Palm Beach Residence need to pay additional costs. A supplement is charged for single rooms which are available in limited quantity, upon request (first paid, first served). Details of these additional charges are available in the international fee brochure. Palm Beach Residence is conveniently located 5-minute drive from the main campus, with a shuttle bus service provided to take students to and from accommodation.

Because the majority of housing facilities feature double rooms, visiting rights for persons not housed in the particular facility are limited to public areas, such as the student lounge.

Returning students are allowed to select roommates and housing is assigned, whenever possible, according to student wishes. Cooking food is not allowed in student rooms.

## 18. INTERNSHIP POLICY

The aim of the internship is to provide students with interesting and informative training opportunities of a high standard, which enhance professional competence and enrich personal development. These opportunities will take place both in the international areas of the Hospitality Industry and within establishments of high standards in China and abroad. We are proud to demonstrate excellent relationships within the hospitality, tourism and leisure industries and always aim to be transparent in both our contact with these industries and with our students. However, students are constrained by international visa policies and this may limit some individual's choices of destination.

The Career Development and Industry Placement (CDIP) office located on the ground floor next to the lobby provides support, information and guidance to each student, including organizing recruitment activities, posting internship and job information and recommending at least two establishments in the regions of students' choice.

The College also:

- Extends necessary advice and assistance to students in all aspects of their applications to find a successful career path;
- Gives students access to the numerous offers received each semester from employers and assists them in their potential job search;
- Issues the necessary official papers required by working laws of the countries in which students will carry out their internships;
- Checks that employers adhere to the remuneration laws, which are customary in each of the specific countries;
- Keeps in contact with the students and / or the employer during their internship period.

The student's responsibilities include:

- Being active in his/her research process and keeping the Careers Office informed of his/her progress;
- Observing standards and regulations, which are stated by Les Roches Jin Jiang International Hotel Management College (charter, training procedures, evaluation process, etc.);
- Respecting administrative constraints such as visa, work permit, language or professional profile requirements, which might limit the choice of location in which the student can do his / her training;
- Successfully achieving a full 6-12 months training period at a single establishment, which is under no circumstances, managed or owned by a member of the student's family.
- Covering any expenses such as travel, accommodation, pocket money, work permit fees, visa costs, insurance costs etc., which may arise from an industrial placement.

Please note that the Career Development and Industry Placement office reserves the right to stop assistance for obtaining a student's internship confirmation after two rejections are made from a student for an internship offer. A student who has been suspended from an internship due to unprofessional behavior (not aligned with the college guidelines and expectation) would need to find his/her own valid internship position.

Please note: The Career Placement and Industry Placement (CDIP) office acts as the mediator between the student and the employer. The student must ask the permission of the CDIP office if they wish to resign from their internship. The student may not be considered to continue their studies at the college if they choose to resign. However, should the student feel that the employer has acted 'unreasonably' then the CDIP office needs to be consulted. The training periods are considered as part of the institutions curriculum and academic credits are granted. **Les Roches Jin Jiang can only issue Certificate or Diploma to students, who successfully achieve the academic and practical requirements of the internship.**

#### **A. INTERNSHIP PLACEMENT OF INTERNATIONAL STUDENT IN CHINA**

From 2015, Les Roches Jin Jiang is allowed to issue six-month student internship visa to international students who choose to do internship in China. The College is responsible to guide and supervise the issuance of internship visa for LRJJ international students in compliance with Chinese laws and regulations.

For international students who confirm internship outside China, visa should be issued by employer.

In each circumstance, students should obey LRJJ Visa Regulations which may vary according to government policy changes. Students can contact the College or HR department of internship employer for any more information and question during visa application.

#### **POLICY / PROCEDURE:**

The internship visa will be released only if it meets the following conditions:

- Internship is unpaid basis, except for transportation and meal allowance
- Intern, employer and LRJJ sign and stamp on LRJJ Three Parties Agreement
- Intern sign the Acknowledgment Statement
- Intern fill in the Internship Application form for visa
- Insurance shall be covered during the internship term.

Student should confirm the internship and submit the above documents one month prior to the Graduation Ceremony date for the College to process the visa application procedure. The College only assists students for internship visa application in China for maximum two times..

LRJJ will trace the status of internship closely and inform the International Student Office immediately in case of any violation of LRJJ internship rules / company regulations. Should student seriously violate LRJJ or company regulations, including missing, (or being late), for two days and above without notice in advance during internship, the student will be suspended from internship and the internship will be invalidated.

**Internship Suspension Letters** are sent to students, and copies are sent to HR department of the internship company, sponsors, the Dean and the Campus Director and a copy is placed in the student's file. Student has the right to appeal and must do so in writing by clearly stating why he/she feels should be allowed to remain at your internship and by detailing any mitigating circumstances that contributed towards the violation.

International Student Office will instruct the student to cancel his/her internship visa within one week after

the suspension is effective. If the student refuses to be cooperative, the college will inform the relevant departments to force the visa cancellation, and the student should take the serious consequences.

## **19. STANDARDS OF EXCELLENCE**

### **A. OBJECTIVES**

The college's Standards of Excellence have been drawn up as a guide to future conduct, as a manager in the hospitality industry. Their aim is to explain the distinctive mode of behavior required, both as an employee and, later, as an employer in the hotel industry.

Respected and trustworthy professional leaders need to display exemplary behavior. Les Roches Jin Jiang expects its students to do the same. For this reason, Les Roches Jin Jiang expects its students to challenge themselves to exceed the requirements outlined in these Standards of Excellence. This desire to excel reflects what will be expected of them in the hospitality industry. These Standards of Excellence apply to students while they are at college and during their internship.

### **B. GENERAL STANDARDS OF EXCELLENCE**

#### **College Uniform and Professional Attire**

The uniform or professional attire is an integral part of the college's image and of its students, which is well received by the prospective employers who visit the college every year on their hiring trips. Whenever and wherever the Les Roches Jin Jiang uniform or professional attire is worn, it must be worn correctly and with pride, in order to help the college and its graduates maintain their reputation. The uniform photographs posted in the College illustrate the correct appearance and uniform standards of excellence. The college uniform comprises of a full dark colored suit with matching jackets and trousers made of the same material. It is similar to those worn in international hotel and restaurant companies. HM4 and PGD students are allowed to choose their own professional based attire, which should conform to the general uniform standards as closely as possible, and consist of conservative appropriate suiting. Guidance on appropriate business uniform and dress is issued to the students by their class coaches at the start of each semester and the acceptability of any uniform or business attire is at the discretion of the faculty.

During the summer months, students are allowed to remove their blazers/jackets and are permitted to wear a short-sleeved dress shirt. However, in these circumstances, the nametag must be worn on the shirt.

During the academic semester, **the uniform and/or professional dress is to be worn at all times during official class times (08:00 hours-17:50 hours) from Monday to Friday in all areas of the LRJJ campus.**

During the internship period, or when visiting the college premises after completion of the program, the same high dress standards apply.

## **Female Student Professional Appearance**

### Hair Grooming Standards

- Clean and neatly styled. Style must be conservative and professional in appearance.
- Hair color must be one naturally found in hair. Subtle frosting or highlighting in a color naturally found in hair is acceptable.
- Maintenance: As soon as the roots have shown the original color, it should be re-dyed.
- Long hair must be kept neat and orderly, and off the face and shoulders. Entire face must be visible. Hair should be pulled back with a conservative clip or coordinated band (no rubber bands). To comply with hygiene regulations in food production areas hair nets will be worn when provided.
- Hair accessories should be limited. They need to be conservative, of a neutral color and match the uniform.
- Suggested color for hair accessories is black.

### Face Appearance Standards

- Strongly encourage use of cosmetic products to maintain a fresh facial appearance.
- Light make-up to compliment personal features is recommended. NO glitter is allowed.

### Fingernail Grooming Standards

- Fingernails must be clean and neatly manicured.
- Fingernails must be no more than 1/4 inch in length. If nail polish is used, it needs to be all one color. The color must not be bold, black or bright. No other decoration on nails is allowed. Cracked or chipped nail polish must be removed.
- Food preparation staff is not allowed to wear fingernail polish or nail decoration of any kind.

### Uniform and Suit Standards

- Dress, skirt or trousers + matching jacket – NOT separates in black, dark grey, or navy with subtle pinstripes or plain pattern.
- Suit trousers must be full length, classic in style and not skin tight.
- Skirt or dress length must be at knee length.
- Shirt must be white or pastel color, tucked in, clean, pressed and in good repair (round neck tops are allowed however they must be of professional quality and tailoring, no t-shirts are allowed).
- All uniform and suit pieces are worn as intended and in a consistent manner. Length and fit specifications must be followed.
- Jackets must be buttoned when in public areas.
- Nametags must be worn at all times.
- Skin color, black or dark grey fine tights or hosiery are required when wearing skirts. Only shades that are complimentary to the uniform may be worn. No patterned or seamed hosiery is allowed.

## Hygiene Standards

- Students must shower on a daily basis; body odor is not acceptable.
- Deodorant is required.
- Only **mild** perfumes or fragrances should be used.
- Breath should be fresh.
- Chewing gum is not allowed.

## Shoe Standards

- Shoes must be black or match the suit and be clean and polished.
- Only shoes that are approved for the department are allowed. Practical areas may require non-slip or safety shoes.
- No open-toe shoes, boots, sandals or tennis/sports shoes are allowed.
- Shoes should be low heeled but not flat. Shoes must have a minimum heel height of 1.5 centimeter (or 1/2 inch) unless medical certification is received. The maximum height cannot exceed five centimeters (or two inches).

## Jewelry Standards

- Earrings should be conservative and compliment the uniform.
- Only one earring is allowed per ear. Earrings must be no larger than the size of a Yuan coin. No dangling earrings are allowed.
- Trendy or oversized earrings are not allowed.
- No other visible 'body jewelry' can be worn.
- Tongue piercing is not allowed.
- Necklaces in conservative styles are allowed.
- No more than one ring per hand should be worn. An engagement ring and wedding band can both be worn on the same finger. Thumb rings are not allowed.
- Each arm can have only one bracelet or a watch. No charms or ornaments can hang from the bracelet.
- No ankle bracelets can be worn.

## Other Standards

- Tattoos cannot be visible through the uniform; otherwise a white under shirt must be worn.
- Only discreet silk type business scarves are allowed.
- Students off classes cannot be in 'front of house' or any visible campus area in casual clothing during 08:00 hours to 17:50 hours.
- On cold days, plain V necked jumpers and waistcoats (Navy, Blue or Black to compliment the uniform or suit) may be worn under the jacket (but cannot be worn in lieu of the jacket).

## **Male Student PROFESSIONAL Appearance**

### Hair Grooming Standards

- Cleaned and neatly styled. Style must be conservative and professional in appearance.
- Hair color must be one naturally found in hair. Subtle frosting or highlighting in a color naturally found in hair is acceptable.
- Hair length must be above the collar. Hair must not cover one's ears and/or be excessive in bulk.
- No sideburns below middle of the ear.
- Distinctive and unbalanced shaven hairstyles such as 'Mohawks' are not allowed. Fully shaven and well-cropped hair is fine.
- Employees who work in areas where food is served will be required to adhere to more stringent standards to ensure sanitary conditions.

### Face Appearance Standards

- Only well maintained beards or mustaches already grown at the start of semester are allowed;
- **Men must shave daily in the morning** before arriving at campus and remain clean-shaven throughout the shift. Students, whose facial hair particularly grows fast, may need to shave halfway through the day.

### Fingernail Grooming Standards

- Fingernails must be clean, short and neatly manicured.
- Nail polish or any other decoration on nails is not allowed.

### Uniform and Suit Standards

- Matching jacket and trousers– NOT separates in black, dark grey or navy color with pinstripe or plain pattern.
- Shirt must be collared white or pastel color, tucked in, all buttons closed, clean, pressed and in good repair.
- Tie needs to be in darker color than the shirt. No elaborate patterns or designs.
- Jackets must be buttoned when in public areas.
- Nametags must be worn at all times.
- Belt must be worn with trousers with belt loops and should match the corresponding shoe color.
- Socks needs to be dark and match the uniform or suit color.

### Hygiene Standards

- Students must shower on a daily basis; body odor is not acceptable.
- Deodorant is required.
- Only mild perfumes or fragrances should be used.
- Breath should be fresh.
- Gum chewing is not allowed.

## Shoe Standards

- Shoes must be black or match the suit and be clean and polished.
- Only shoes that are approved for the department are allowed. Practical areas may require non-slip or safety shoes.
- No open-toe shoes, sandals, tennis or sports shoes are allowed.
- Shoes should be low heeled but not flat. Shoes must have a minimum heel height of 1.5 centimeters (or 1/2 inch) unless medical certification is received.
- Boots are not allowed.

## Jewelry Standards

- Earrings are not permitted.
- Necklaces should not be visible.
- No other visible 'body jewelry' can be worn.
- Tongue piercing is not allowed.
- No more than one ring per hand should be worn. Thumb rings are not allowed.
- Each arm can have only one bracelet or a watch. No charms or ornaments can hang from the bracelet.
- No ankle bracelets can be worn.

## Other Standards

- Tattoos cannot be visible through uniform; otherwise students must wear an undershirt.
- Students off classes cannot be in 'front of house' or visible campus areas in casual clothing during 08:00 hours and 17:50 hours.
- On cold days, plain V necked jumpers and waistcoats (Navy, Blue or Black to compliment the uniform or suit) may be worn under the jacket (but cannot be worn in lieu of the jacket).

**PLEASE NOTE: These professional appearance standards are subject to periodical revision. Failure to consistently meet professional appearance standards will result in progressive discipline.**

**Important:** Access may be denied to classes, examinations, dining rooms, duty or public areas of the college building to students who fail to respect any of the requirements mentioned above. This reflects the rigorous standards demanded in the industry.

## **General Behavior Misconduct**

An educator is entitled to evict a student or deduct behavior points in the event of significant misconduct, a professional appearance standards offense, or unpreparedness for a scheduled class.

## Classrooms

Classrooms, laboratories, study rooms and the library are places of work. SILENCE is therefore required to enable students to concentrate on their work. Eating and consuming open drinks is not permitted in these areas. The use of mobile telephones during academic or practical class time, and when on duty, is



not allowed for obvious courtesy reasons. These devices must be properly switched off to avoid any undue disruption. Students are expected to take good care of furniture and materials. The responsible party must pay for any losses or damages.

Classrooms are closed on Saturdays and Sundays. The library is open in the early evenings according to published timetables. Study rooms can be used until 20:00 hours.

### Locker Facilities

Students are strongly advised to use the personal lockers that are available on main campus to store their belongings during their study at Les Roches Jin Jiang. One student may use no more than one locker. It is forbidden to leave any of your belongings in a public area since it is not only unsafe and might get stolen, but also establish unprofessional image to the students and guests. Before using it, the students are required to register their lockers with the student supervisors. Unregistered lockers will be forcibly opened by the college. Students are suggested NOT TO STORE any valuables in the lockers. These lockers will need to be cleaned-up and unlocked before the end of the semester.

The management has the authority, at all times, to open the lockers if it deems necessary. Les Roches Jin Jiang is exempt from any responsibility, financial or otherwise, for any loss that may take place due to the violation of the above.

### Lost and Found

Any unattended personal belonging will be deemed as a lost item and should be forwarded to the "Lost and Found" area located in the college's reception. Student who think that they have misplaced their belongings may go to the Lost and Found area to report his/her lost. If the reported item was previously dropped off by someone, the lost and found officer will verify the physical condition of the lost item to this student. The school will charge RMB10 as an administration fee for any lost and found items which will be donated to a partner charity organization in the name of our college at the end of the academic year. The college has the right to dispose of any lost and found items that are not retrieve within three months.

### Library and Resource Area

The Library is a place for quiet study. The opening hours are published in the library. The following are not allowed in the library:

- Smoking
- Food and open drinks.

Students must present their student card in order to borrow items. Renewals can be done at the library and students can borrow up to three items at a time. Magazines and other items used within the library for reference purposes must be returned to their correct place in the library to keep it tidy and to allow the fast turnaround of items. The staff on duty can assist with finding the correct location of library items. Non-fictional items may be borrowed for two weeks. Fictional books may be borrowed for one month. Periodical and journal back issues can be borrowed for one week. Current issues are for reference within the library. Borrowed items are to be returned on time for the convenience of all. A small fine will be charged for the return of late items. Late items will only be accepted and therefore removed from the student's account when the relevant fines have been settled. The library is equipped with a security alarm. Security checks are carried out when it sounds as a student leaves the area. Fines can be issued or

behavior points deducted if students do not stop and co-operate fully with the library team.

All library team members have authority to deduct behavior points if students do not respect the Standards of Excellence regarding the use of the library.

Lost items will be charged to the student's account.

### Photocopying / Printing

Students can refer to IT staff when photocopying or printing service is required. Books or magazines may only be photocopied after consulting the library staff. Certain valuable books cannot be photocopied. Students are liable to pay for a new book if a book is damaged during photocopying.

### Student Card

The student card is used for identification and for borrowing books from the library as well as for internal control purposes. It is issued upon arrival at Les Roches Jin Jiang. The student card is valid for the whole duration of the program attended. If, for some reason the student card expires (repeating of a program, longer internship, etc.) a new one can be obtained from the Director of Operations.

The student card must be returned to the Student Supervisor in the event of the student's studies being terminated prematurely. Lost student cards must be reported to the library as soon as possible. There is a small fee for the issuance of a replacement card (students have to go to the Accounting department first and then to the Student Support Director presenting proof of payment).

The student card is also used for entry to the accommodation dormitories and bathrooms, in order to prevent outsiders from entering the University dormitories.

### Internet

Internet WIFI is available to students in our campus. The college has installed WIFI across the whole campus building covering public areas such as the library, study room, and student lounge.

### Mealtime at the restaurants

In order to guarantee the delivery and keep within the high standards of the service and kitchen program, the following regulations will be implemented:

- The college will assign and rotate students to have their lunch in the banquet area. Once assigned, it is forbidden for the students to switch around with other students without the permission of the F&B Service Instructor.
- All students who signed up for breakfast; lunch or dinner must be at the restaurant at the allocated time.
- Students who are not present will not be allowed to eat meals in the restaurant and deduction of disciplinary points will take effect.

### Dining Rooms

The college uniform must be worn in the dining rooms during the week. Students are expected to behave in a mature, orderly and dignified manner in the dining rooms, as is expected of a hospitality manager.

## Visitors and Invitations to Meals

Visitors are welcomed at LRJJ but must register at our Reception where they will receive a visitor badge, which must be worn while on the LRJJ campus.

Visitors should meet the same dress code as students; male guests should wear a tie, jacket and formal trousers (no jeans, T-shirts, etc.), female guests should also be correctly and smartly dressed (no jeans, T-shirts, etc.).

## Restricted Areas

Kitchens and stillrooms are only accessible to on-duty students.

Students who are excused from class or duty and who have a medical certificate must remain outside of the main building.

## Accommodation

- Rooms are to be kept tidy and clean every day.
- Noise must be kept to a minimum everywhere. College Regulations forbid loud noise between 22:00 hours and 07:00 hours. All music etc. must be turned off at 22:00 hours other than with the use of earphones. The Management has the authority to enter rooms at any time to deal with such issues. Violators can be charged for 'breach of the peace'.
- No high voltage electrical appliances are allowed in the residence buildings such as refrigerators and portable heaters etc.
- All electrical appliances are to be switched off upon leaving the room.
- Cooking is not allowed in students' rooms.
- Posters, photos, drawings or any other kind of decorations cannot be hung on room walls.
- Domestic pets are not welcome on the campus.
- Valuables should be kept in the room safe.
- Playing with fireworks / firecrackers or any other actions which may endanger public security is forbidden everywhere on campus, including the dormitories.
- Use of candles and mosquito coils are NOT ALLOWED in the dormitory.
- Unauthorized use of personal wireless routers is strictly forbidden. The college has the right to confiscate such an item.

Students must follow the check-in and checkout procedures to ensure their rooms are in good condition. Keys and / or room cards are issued upon check-in and need to be returned during checkout. Students must keep these keys and / or room cards safe from theft or loss. For security reasons, the campus hotel staff will not be able to issue a new key without authorization from the Student Support Manager. Compensation should be paid for any damage or any missing room cards.

During working hours from 08:00 till 22:00, Les Roches Jin Jiang students may enter each other's rooms. Visitors can be met in the public areas, lobbies, and student activity room. This requirement also applies to students wishing to study or work together. Men and women are not allowed to share rooms other than in special circumstances. Under such occasion, male and female students must seek the approval of the Student Support Manager whose decision is final. FAILURE TO FOLLOW THIS RULE COULD LEAD TO DISCIPLINARY ACTION TAKEN BY THE COLLEGE. Given the serious security aspect of this standard,

ANY VIOLATION CAN LEAD TO IMMEDIATE EXPULSION FROM THE COLLEGE. For the same security reasons, except for students' parents / guardians, non-Les Roches Jin Jiang student visitors are strictly forbidden in the residence buildings at all times. Students need to return to the dormitory before 22:00 hours during weekdays and 24:00 hours during weekends. If students intend to return later than the recommended time, they are required to report to their Student Supervisor beforehand. The college will not be held responsible if the above recommendations are not followed.

During the internship period or semester break; students can store their belongings in the designated places by using the boxes that are available for purchase from the Reception desk. **The following items are prohibited to be stored in the boxes:** plants/flowers, perishable items (food), and inflammable or explosive items. The college will not be held responsible for any damage or loss of the stored items. The boxes may only be stored for a maximum duration of twelve months. The student is obliged to collect his/her boxes. If the student fails to retrieve his/her boxes without notification, the college has the right to dispose of their boxes.

Coin or card operated washing machines and dryers' facilities are available at the residences. Underwear and socks may be washed in rooms but must not be left soaking in the bath or in the basin.

As a good safety practice, all radios, lights, air conditioners and other electrical appliances are to be switched off upon leaving the room. Rooms are not meant, nor equipped, for cooking for hygiene and safety reasons. Fruit, biscuits and sweets may be kept in rooms, but any other food or drink items or cooking utensils cannot be stored and could be removed by the management. College cutlery, crockery and glasses must not be removed from the main building. The college reserves the right to confiscate any such items.

Students should take reasonable care of the premises and equipment. Facilities in the public area should not be removed without the advanced permission of the Operations Manager. Anyone damaging premises or equipment will be held responsible, and may be required to pay for the costs of replacement or repair and / or face disciplinary action. Students should feel personally responsible for the maintenance of the college's property. It is his/her duty to inform the Operations Manager or their supervisor by filling in the maintenance file at the Reception desk with any damage done or noticed.

#### **Important Notice:**

- The college declines all responsibility for articles or money stolen if the above recommendations are not followed.
- For insurance and security reasons, students can only change rooms with written permission from the Operations Manager.
- The Operations Manager must be informed of any breakages, malfunctions or complaints about a room.
- In order to ensure proper implementation of the above standards, the Management will periodically check bedrooms and cupboards.

#### **Laundry Facilities**

The college does not provide a laundry service for personal clothes. There are laundry facilities at or near the dormitories. Details of the laundry opening hours and procedures to follow are available at check-in. Personal items can be washed in the washing machines and dryers in the student accommodation.

## Smoking

The campus is a non-smoking environment. Smoking is strictly prohibited in all bedrooms and public areas of the college building and campus hotel except in the allocated area.

## Room Assignment

Students may request to share a room with a specific roommate, either in advance or upon arrival at school. Students must complete and return the accommodation pre-registration form with their specified choices at least six months in advance. Such requests are considered only once full school fees have been remitted. Rooms are allocated in order of full payments received until all available rooms are reserved (first paid first served principle).

For international students, once no more rooms are available in the SNU campus hotel Ying Bing Lou, the remaining students will be automatically assigned to Palm Beach Residence which requires a supplemental fee. Single accommodation is limited and allocated based on first paid first served principle with priority being given to students with better professional behavior and academic performance.

Details of the room charges are available from the Student Services Department.

## Damages

The students share a collective responsibility to ensure that college property is treated with respect. The student's account could be charged for both individual and collective responsibility, which relates to the charge for general damages in the accommodation buildings. The college reserves the right to hold the transcript or grade report for any outstanding financial obligations.

## **C. DISCIPLINE – APPEARANCE AND BEHAVIOR**

Discipline is registered in two distinct areas: behavior and appearance. At the beginning of each semester, discipline has an initial value of 5.0 that equals the evaluation of a good student. Points can be deducted or increased at the discretion of teachers and / or staff members for behavior and appearance outside of the expected standards. The amount of points deducted and added will depend on the seriousness of the incident(s) in question, or on the intensity of the student's involvement in activities and their demonstration of professional behavior. Students can earn points through involvement in student activities, voluntary work, attending classes and simply following all regulations. Point deduction occurs when students do not follow the regulations prescribed in this catalog. Point deduction follows a progressive system. This means that the penalty will be increased if the behavior is repeated. Point deduction occurs immediately while points added will occur at the end of each semester after the progression board meeting. The behavior mark will be indicated on the student's transcripts. In addition, students with exemplary good or excellent professional behavior will receive an honored mention on their certificate if they can achieve an average in each semester of their studies in accordance with the following scale:

5.0 to 5.4 – Good Professional Behavior

5.5 to 5.9 – Very Good Professional Behavior

6.0 – Excellent Professional Behavior

Warning letters are sent when the discipline mark falls to 4.4 or less.

If the discipline mark falls below 4.0 the student may be subject to semester invalidation.

A copy of all letters will be sent to student Sponsors, the Dean and the Campus Director, and a copy is placed in the student's file. Students with a discipline mark below 4.0 face suspension of their semester or expulsion from the college depending on the seriousness of the infringement(s). If the student is suspended before the end of the semester, the entire semester will be invalidated and the student will have to repeat it in its entirety. This semester will be marked as failed.

## **Suspension**

In the event of misconduct or serious violation to the code of conduct and personal ethics requiring further inquiry, the Campus Director or the Dean may suspend the student for the time necessary to complete the said inquiry. In such a case the Campus Director or the Dean may request that the student leave the campus. Furthermore, the student may not attend any course. Students who are suspended due to missing too many hours in absence are given 50 percent study assistance for the tuition of the repeating semester. A suspended international student needs to leave the country and provide to the Student Services department a copy of the 'exit chop' on the visa page within 48 hours of suspension from the college. A student, who fails to provide this request, will not be offered the study assistance and will not be able to return to the college.

## **Expulsion**

The Campus Director or the Dean can expel a student if either their work and / or conduct are unsatisfactory, both in and out of college and in the college accommodation. The Campus Director or the Dean can also suspend or expel a student in the event of repeated absences totaling more than 40 hours per semester or if their disciplinary mark falls below '4.0'.

### **Students will be immediately expelled from the college in the cases of:**

- Use or possession of drugs;
- Theft;
- Misconduct;
- Drunkenness in class or on duty, or in any circumstances;
- Any involvement in illegal activities or violation of the People's Republic of China's law; any violations of which will be dealt with accordingly by the Campus Director.

**Please Note: Students are not allowed to partake in any activities that are against the law of the People's Republic of China. Fighting is a serious public offense and will not be tolerated. Gambling and drinking alcohol is prohibited on campus. The use or possession of narcotics is illegal in China. Violation of this law will lead to the immediate expulsion of the student from the college. Students who are expelled have the semester marked as 'failed'.**

### **List of illegal drugs in China:**

- Cannabis
- Opiates and all of their derivatives (opium, morphine, heroin)
- Cocaine

- LSD, mescaline, psilocybin
- Crack
- Hallucinogens
- Ecstasy

The school reserves the right to amend the above list when necessary and according to new substances becoming available.

Drinking of alcoholic beverages must be in moderation in all circumstances. Each student may have a maximum of three bottles or cans of beer and one bottles of wine in their room. Spirits are not allowed. The college reserves the right to confiscate and immediately dispose of any bottles of spirits or alcohol in excess of this limit. Any signs of excessive possession or consumption of alcohol will lead to disciplinary action by the management.

**If students are expelled or suspended from the college, under no circumstances will the college fees be refunded, either in part, or in whole! Students who are expelled need to leave the campus within 48 hours.**

## **20. PREVENTION AND TESTING OF STUPEFYING PRODUCTS**

Les Roches Jin Jiang is sensitive to the problem in today's society of the dependence on stupefying products and wishes to take an active role in the prevention of their abuse by students, either through group-training schemes, or on an individual basis.

The People's Republic of China's law forbids consumption, possession and / or any form of distribution / selling of drugs. It makes no distinction between those drugs known as 'soft' drugs and those known as 'hard' drugs. Les Roches Jin Jiang follows the same principles and forbids any form of drugs. Possession of, or traffic of, drugs inside, as well as outside of the College, is strictly forbidden. Les Roches Jin Jiang reserves the right to take legal action if necessary. This rule applies throughout the entire period of time the student is registered and under the College's responsibility, whether in China or elsewhere.

In order to prevent abuse and in accordance with the Chinese law, the school has the right, in particular situations, to ask a student to submit themselves for a drugs test. A student will be asked to undergo a drugs test if the school considers that the student is putting themselves at risk physically or mentally, as well as damaging their learning potential, *OR* if the student threatens the health and safety of their environment. If the student refuses to accept the conditions stated above, without legitimate reason, they will be expelled immediately from the college. The procedure outlined below will treat, as confidential, all data relative to the concerned student. A student could be asked to undergo several tests during their studies at Les Roches Jin Jiang.

## **21. HOLIDAY REGULATIONS**

The college housing will not be available during the winter and summer semester breaks. All students are strongly encouraged to return to their home country during these periods.

However, if a student wishes to stay in China during these breaks, he/she must obtain written permission from the college by meeting all of the following requirements:

- The student must inform the International Student Office and submit all the necessary evidence to support their reason for staying (Acceptance letter from mandarin school, tour schedule and flight ticket, etc.).
- The student is required to sign a safety statement.
- The student is required to provide a Letter of Acknowledgement from his/her parents.
- The student must provide his/her emergency contact information in China

Students wishing to travel during any weekend or holiday must sign a Safety Statement. Students who fail to follow the above requirements will receive disciplinary action from the college. Given the serious safety and security aspects of this standard, violation of this rule will lead to immediate expulsion from the college.

## **22. ILLEGAL WORK**

During the student's academic studies at Les Roches Jin Jiang it is illegal and strictly forbidden for international students to take on any paid work outside of the college. The law of the People's Republic of China stipulates that any foreigner who takes a job in China without a legitimate work visa is defined as an illegal worker. Any student caught working illegally in China faces severe penalties and will be deported from China. The penalties can even include detainment in prison.

## **23. FIRE PREVENTION ADVICE**

Students are strongly recommended to become familiarized with the different emergency exits and fire-fighting equipment available in the residence halls. A regular fire drill (or prevention strategy talk) will be conducted every semester.

When the fire alarm rings students must not panic but follow the instructions given by teachers, class representatives or staff.

Windows must be shut. Doors must be shut but not locked.

In the main building students must WALK out of the building quickly and calmly and go to the meeting point in front of the large field to the right of the college entrance.

At night, students must wake up friends, get dressed and prepare to evacuate quickly and calmly. Once they have left the building students must wait for further instructions.

## **24. GRIEVANCE PROCEDURES AND APPEALS**

### **A. GRIEVANCE PROCEDURE**

Les Roches Jin Jiang strives for integrity and fairness. If a problem arises, students should contact the person responsible first. Faculty members, staff members, the Associate Dean or the Dean will also be willing to assist if necessary.

Students should make an appointment to see the Student Support Director if a grievance continues as he / she has specific duties and responsibilities in these circumstances.



## **B. APPEALS**

All appeals pertaining to disciplinary sanctions, suspensions or expulsions from the college or non-admittance to final exams must be addressed in writing to the Dean within 24 hours of receipt of the sanction.

## **25. CARS AND MOTORBIKES**

### Insurance

Students must ensure that they have proper and valid insurance if they wish to drive a car or motorbike while at college. The college declines all responsibility in the event of an accident. The college insurance does not cover injuries due to accidents outside of the college building.

### Registration

Cars, motorbikes or E-bikes, whether rented or owned privately, need to have legal licenses and are registered with the Student Supervisor as soon as they are brought on campus. Students are not allowed to drive a car or motorbike without a proper license plate and driving license or after drinking alcohol. The college reserves the right to confiscate the car/motorbike without license until the student has graduated, apart from other possible disciplinary actions.

### Parking

Parking spaces in front of the college are reserved for administration, faculty, staff, visitors and purveyors. The college reserves the right to place a wheel clamp on cars that are not parked in their allocated location. A fee will be charged for the removal of the wheel clamp. Students need to strictly follow SNU campus regulations regarding driving and parking.

## **26. OPEN DOOR POLICY AND ASSISTANCE**

Les Roches Jin Jiang has an open door policy which means that students can go and see the staff members at any time when the door is open or when permission to enter is given by knocking on the door. Staff Members and Faculty Members assist and guide students so that they may have a safe and beneficial time at Les Roches Jin Jiang. They deal with virtually all students' questions or concerns.

There may be something that is personal or sensitive to the student, however students need to speak directly to the Department Manager or senior management. In this case, students may make an appointment through the Reception. Every effort is made to see students rapidly.

## **27. FINAL DISPOSITION**

The present regulations are subject to approval by the Les Roches Jin Jiang Governing School Board

The Board and the College Management reserve the right, at all times, to make amendments according to circumstances, without giving prior notice.

## **28. ALUMNI ASSOCIATION**

The Alumni Association offers various services to its alumni:

1. To maintain and further the contacts and friendships made in the College;
2. To share industrial developments and tendencies with Les Roches Jin Jiang and its Alumni;
3. To keep the graduates informed of the latest news and events concerning their peers and the College via the regular publication of a newsletter and news updates on the website platform;
4. To establish and maintain an up-to-date Alumni address data and service for its members;
5. To offer job placements in conjunction with the CDIP office of Les Roches Jin Jiang.

## 29. OFFICE ROOM ALLOCATION AND CONTACT NUMBERS:

Area/Department	Contact Person	Name	Office	E-mail	Ext.
Campus Affairs	Campus Director	Mr. Michael M. Bao	209	<a href="mailto:michael.bao@lrjj.cn">michael.bao@lrjj.cn</a>	138
	Administration Manager and Assistant to Campus Director	Ms. Ivy Ye	209	<a href="mailto:ivy.ye@lrjj.cn">ivy.ye@lrjj.cn</a>	113
Academic Program Management (Absence Emergency)	Dean	Ms. Emma Wong	239	<a href="mailto:Emma.wong@lrjj.cn">Emma.wong@lrjj.cn</a>	154
Academic Affairs	Assistant to Dean	Ms. Vivian Hong	211	<a href="mailto:Vivian.hong@lrjj.cn">Vivian.hong@lrjj.cn</a>	131
Academic Program Management (Absence Emergency)	Associate Dean	Mr. Greg Zhang	211	<a href="mailto:Greg.zhang@lrjj.cn">Greg.zhang@lrjj.cn</a>	147
Academic Affairs (Absences, Certificates, Grading Reports)	Registrar	Ms. Laura Shi	105	<a href="mailto:Laura.shi@lrjj.cn">Laura.shi@lrjj.cn</a>	156
	Assistant Registrar	Ms. Kym Xu	105	<a href="mailto:kym.xu@lrjj.cn">kym.xu@lrjj.cn</a>	156
English Program Management (Absence Emergency)	English Program Manager	Mr.Dmitry Enin	312	<a href="mailto:Dmitry.enin@lrjj.cn">Dmitry.enin@lrjj.cn</a>	147
Student Activities Management	Student Activities Manager	Mr. Antonio Garcia	228	<a href="mailto:antonio.garcia@lrjj.cn">antonio.garcia@lrjj.cn</a>	110
Visa	International Student Support Asst	Mr.Owen Ji	211	<a href="mailto:owen.ji@lrjj.cn">owen.ji@lrjj.cn</a>	131

Area/Department	Contact Person	Name	Office	E-mail	Ext.
Texbooks,Library	Librarian	Ms.Tina Zhuang	Library	<a href="mailto:Tina.zhuang@lrjj.cn">Tina.zhuang@lrjj.cn</a>	112
F&B Practical Program Management	Practical Program Manager	Mr. Robert van der Ham	106	<a href="mailto:robert.van.der.ham@lrjj.cn">robert.van.der.ham@lrjj.cn</a>	166
	Culinary Pathway Leader	Chef Laurent Reze	111	<a href="mailto:laurent.reze@lrjj.cn">laurent.reze@lrjj.cn</a>	155
	F&B Senior Instructor	Mr. Kenny Xue	111	<a href="mailto:kenny.xue@lrjj.cn">kenny.xue@lrjj.cn</a>	155
	Culinary Senior Instructor	Mr. Vishal Vishwanath Apte	111	<a href="mailto:vishal.apte@lrjj.cn">vishal.apte@lrjj.cn</a>	155
	F&B Senior Instructor	Mr. Pascal Christopher Schock	111	<a href="mailto:pascal.schock@lrjj.cn">pascal.schock@lrjj.cn</a>	155
Internship Issues	CDIP Assistant Manager	Ms. Stella Lu	Lobby	<a href="mailto:stella.lu@lrjj.cn">stella.lu@lrjj.cn</a>	115
	CDIP Coordinator	Ms. Sandra Sun	Lobby	<a href="mailto:sandra.sun@lrjj.cn">sandra.sun@lrjj.cn</a>	115
Transfer Issues	Les Roches Transfers Counsellor	Ms. Jenny Fu	305	<a href="mailto:jenny.fu@lrjj.cn">jenny.fu@lrjj.cn</a>	
Uniform, Dormitories, Student Lockers, Operational Support	Student Support Director	Mr. Peter Yang	232A	<a href="mailto:peter.yang@lrjj.cn">peter.yang@lrjj.cn</a>	109
	Student Support Manager	Mr. Miguel De La Torre	232A	<a href="mailto:miguel.torre@lrjj.cn">miguel.torre@lrjj.cn</a>	109
	Student Supervisors	Mr. Sam Weng	108	<a href="mailto:sam.weng@lrjj.cn">sam.weng@lrjj.cn</a>	119
		Ms. Ruth Wang		<a href="mailto:ruth.wang@lrjj.cn">ruth.wang@lrjj.cn</a>	126
	Receptionist	Ms. Doris Zhang	Reception	<a href="mailto:doris.zhang@lrjj.cn">doris.zhang@lrjj.cn</a>	0
Financial Issues	Financial Director	Mr. James Zhan	204	<a href="mailto:james.zhan@lrjj.cn">james.zhan@lrjj.cn</a>	117
	Accounting Assistant	Ms. Joyce Wu	205	<a href="mailto:joyce.wu@lrjj.cn">joyce.wu@lrjj.cn</a>	186

### **30. EMERGENCY NUMBERS IN CHINA**

Police (general)	110
Fire	119
Hospital/Ambulance	120
Shanghai Normal University (SNU) Security	+86 21-57123110

For International Students: Contact Info of the Embassy (or Consulate) of their Countries

Azerbaijan	62196417
Belgium	653217368 or 65322782 or 65322104
Bhutan	only HK (852) 28443117 or (852) 28443111
France	13601607871
India	62758885
Indonesia	65325489 or 653254848
Italy	62524373
Kazakhstan	65326182 – ext. 3
Kenya	65323381 or 65322473 or 65323325
Kyrgyzstan	65326458 or 65326459
Malaysia	653225313
Mauritius	65325695 or 65325698
Mexico	61250220
Philippines	65322794 or 65321872 or 65322518
Poland	64339228
Portugal	65323497 (or 65323242)
Russia	63242682
Korea	62196417
Spain	65321986 or 65323728
Sweden	64741311
Switzerland	62700519
Thailand	63219371 (fax 63234140)
Turkmenistan	65326975
Ukraine	62758885
USA	62196417 (emergency no. 010-85314000)
Vietnam	65321155 (or 65325415)

International SOS for medical consultations: +86-4008-833-663\*2

## LES ROCHES JIN JIANG CAMPUS ADDRESS

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Les Roches Jin Jiang  
International Hotel Management College  
Shanghai Normal University  
Feng Xian Campus, 100 Hai Si Road,  
Shanghai, 201418 P.R.China

P: +86 (0)21 5712 3333

F: +86 (0)21 5712 6291

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## LES ROCHES JIN JIANG ADMISSIONS ADDRESS

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928 Yan An West Road,  
Shanghai, 200052 P.R.China

P: +86 (0)21 6212 1856

F: +86 (0)21 5239 6459

[info@lrjj.cn](mailto:info@lrjj.cn)



[FACEBOOK.COM/LRJJSHANGHAI](https://www.facebook.com/LRJJSHANGHAI)



[TWITTER.COM/LRJJBUZZ](https://twitter.com/LRJJBUZZ)



[YOUTUBE.COM/LRJJLIVE](https://www.youtube.com/LRJJLIVE)



[INSTAGRAM.COM/LESROCHESJINJIANG.EVERYDAY](https://www.instagram.com/LESROCHESJINJIANG.EVERYDAY)

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