

**MINUTES OF THE ORDINARY GENERAL ASSEMBLY
HELD ON OCTOBER 26th 2016 IN LONDON (UK)**



IN ATTENDANCE :

COUNTRY	AEHT CODE	INSTITUTION	LOCATION	DIR. FORENAME	DIR. SURNAME	SUBSTITUTE
Austria	A01	TOURISMUSCHULEN SALZKAMMERGUT / BAD ISCHL	BAD ISCHL	Klaus	ENENGL	
Austria	A03	ZILLERTALER TOURISMUSCHULEN	ZELL AM ZILLER	Bernhard	WILDAUER	Nadine PAREGGER
Austria	A04	TOURISMUSCHULEN BAD LEONFELDEN	BAD LEONFELDEN	Herbert	PANHOLZER	
Austria	A07	TOURISMUSCHULEN SEMMERING	SEMMERING	Jürgen	KÜRNER	
Austria	A11	HLTW13 - HÖHERE BUNDES-LEHRANSTALT FÜR TOURISMUS UND WIRTSCHAFTSBERUFE	WIEN	Anita	PETSCHNING	
Austria	A16	KÄRNTNER TOURISMUSCHULEN WARBAD VILLACH	WARMBAD VILLACH	Gerfried	PIRKER	
Austria	A18	TOURISMUSCHULEN VILLA BLANKA INNSBRUCK	Innsbruck	Peter	Kreinig	
Armenia	ARMO 1	YEREVAN STATE ARMENIAN-GREEK COLLEGE OF TOURISM, SERVICE FOOD INDUSTRY	YEREVAN	Artur	VARDANYAN	

Belgium	B21	HOTEL- & TOERISMESCHOOL KTA	WEMMEL	Herman	SIEBENS	Sanne HUYGENS
Belgium	B22	HOTELSCHOOL HASSELT KTA3	HASSELT	Liesbet	BEYEN	Valentin MENTIOR
Croatia	CR04	HOTELIJERSKO-TURISTIČKA ŠKOLA OPATIJA	OPATIJA	Ksenija	BELJAN	
Croatia	CR08	SREDNJA SKOLA MARKANTUNA DE DOMINISA RAB	RAB	Anka	BISIC	
Croatia	CR10	SKOLA ZA TURIZAM, UGOSTITELJSTVO I TRGOVINU PULA	PULA	Orhideja	PETKOVIC	
Croatia	CR11	HOTELIJERSKO TURISTICKA SKOLA U ZAGREBU	ZAGREB	Marija	RASAN-KRIZANAC	
Croatia	CR12	TOURISM AND CATERING SCHOOL DUBROVNIK	DUBROVNIK	Antun	PERUSINA	
Croatia	CR16	TURISTICKO-UGOSTITELJSKA SKOLA	SIBENIK	Senka	DODIG	
Estonia	EE01	KURESSAARE AMETIKOOL/REGIONAL TRAINING CENTRE	KURESSAARE	Neeme	RAND	
Estonia	EE02	TALLINN TEENINDUSKOOL - TALLINN SCHOOL OF SERVICE	TALLINN	Meeli	KALDMA	
France	F20	LYCEE DES METIERS DE L'HÔTELLERIE ET DE LA RESTAURATION SAINTE-ANNE	SAINT-NAZAIRE	Joseph	LE GAL	Annie COLLINET
France	HON-14	MEMBRE HONORAIRE DE L'AEHT/AEHT HONORARY MEMBER	BONNEVILLE	Annie	COLLINET	
Italy	I06	IPSEOA "ANGELO CELLETTI"	FORMIA (LT)	Monica	Piantadosi	
Italy	I07	I.P.S.E.O.A. 'TONINO GUERRA'	CERVIA (RA)	Carla Maria	GATTI	
Italy	I12	IPSEOA "GIROLAMO VARNELLI"	CINGOLI (MC)	Maria Rosella	BITTI	
Italy	I23	IIS "ORIO VERGANI"	FERRARA (FE)	Roberta	MONTI	
Italy	I38	ISTITUTO PROFESSIONALE PER L'ENOGASTRONOMIA E L'OSPITALITÀ ALBERGHIERA "ELENA CORNARO"	JESOLO LIDO (VE)	Ilario	IERACE	
Italy	I48	IIS "BARTOLOMEO SCAPPI"	CASTEL SAN PIETRO TERME	Paola	MAMBELLI	
Italy	I107	I.P.S.S.E.O.A."G. MAGNAGHI"	SALSOMAGGIORE TERME (PR)	Luciana	RABAIOTTI	
Italy	I135	IS "GIOVANNI FALCONE"	GALLARATE (VA)	Marina	BIANCHI	Silvano GOMARASCHI
Italy	I169	ISTITUTO PROFESSIONALE DI STATO GIUSEPPE MEDICI	LEGNAGO (VR)	Stefano	MINOZZI	

Latvia	LV01	RIGA TECHNICAL SCHOOL OF TOURISM AND CREATIVE INDUSTRY	RIGA	Silva	OZOLINA	
Lithuania	LT01	VILNIUS TOURISM AND COMMERCE SCHOOL	VILNIUS	Birute	STASIUNIENE	
Lithuania	LT03	KAUNO MAISTO PRAMONES IR PREKYBOS MOKYOMO CENTRAS	KAUNAS	Alvydas Pranas	GREVAS	
Luxembourg	AEHT-03	AEHT HEAD OFFICE - GENERAL SECRETARY	DIEKIRCH	Nadine	SCHINTGEN	
Luxembourg	L01	LYCEE TECHNIQUE HOTELIER "ALEXIS HECK"	DIEKIRCH	Mia	AOUADI	
Luxembourg	L02	BBI Luxembourg	WILTZ	Louis	ROBERT	
Portugal	P05	ESCOLA DE HOTELARIA E TURISMO DE COIMBRA	COIMBRA	Ana Paula	PAIS	
Portugal	P08	ESCOLA PROFISSIONAL DA PRAIA DA VITORIA	PRAIA DA VITORIA	Borges	DOMINGOS	
Portugal	P09	TOURISMO DE PORTUGAL, I.P.	LISBOA	Alexandra	PEREIRA	Miguel MARTINS
Poland	PL01	ZESPOL SZKOL HOTELARSKO-TURYSTYCZNO-GASTRONOMICZNYCH NR 1 W WARSZAWIE	VARSOVIE	Boguslawa	PIENKOWSKA	
Slovenia	SLO01	VOCATIONAL COLLEGE FOR CATERING AND TOURISM BLED	BLED	Janez	DAMJAN	Darja RADIC
Slovenia	SLO02	VOCATIONAL COLLEGE FOR CATERING AND TOURISM MARIBOR	MARIBOR	Helena	CVIKL	
Spain	E04	JESUÏTES SARRIÀ-ESCOLA SUPERIOR D'HOSTALERIA I TURISME SANT IGNASI	BARCELONA	Núria	MONTMANY	
Sweden	S16	LEKSANDS KOMMUN - LEKSANDS GYMNASIUM	LEKSAND	Liselotte	ALANKO	
Turkey	TR46	FACULTY OF TOURISM – EASTERN MEDITERRANEAN UNIVERSITY	FAMAGUSTA	Hasan	KILIÇ	
Ukraine	UKRO5	LVIV PROFESSIONAL COLLEGE OF HOSPITALITY, TOURISM AND RESTAURANT SERVICES	LVIV	Hanna	BALUSHCHAK	Ohla SUKHARYNA
UK	GB18	DOCKLANDS ACADEMY LONDON	LONDON	Aysegul	YESILDAGLAR	

GUESTS /SPEAKERS:

Luxembourg	-	MINISTRY OF EDUCATION, CHILDREN AND YOUTH, LUXEMBOURG	LUXEMBOURG	Michel	LANNERS	
Portugal	P14	ESCOLA PROFISSIONAL DE HOTELARIA DE FATIMA	FATIMA	Renato	GUIOMAR	
Turkey	TR46	FACULTY OF TOURISM – EASTERN MEDITERRANEAN UNIVERSITY	FAMAGUSTA	Ali	OZTUREN	

EXCUSED: IRL09 : Breda HICKEY, Cork (in a competition jury).

1. Welcome address from the President (Ana Paula PAIS)

After a message of welcome, the AEHT President, Ana Paula PAIS, thanks the management of the Docklands Academy London (DAL) for taking on the organisation of the 29th AEHT Annual Conference and competitions.

2. Absences and adoption of the agenda

In the absence of objections, the agenda for the meeting is unanimously adopted.

Ana Paula PAIS apologises for the absence of Herman SIEBENS and of Remco KOERTS, first one being currently on a sick leave and second one taking care of the smooth running of the competitions.

3. Minutes of the previous meeting (Cervia, October 8th 2015)

In the absence of any comments, the minutes of the previous meeting held on October 8th 2015 in Cervia (Italy) are accepted as a true record of that meeting.

4. Report from the President (Ana Paula PAIS)

Ana Paula PAIS then informs the assembly of some essential activities scheduled for 2017:

- **Support of the Luxembourg government**

Ana Paula PAIS explains that, though scheduled on the agenda, the convening of an extraordinary General Assembly for the amendments of the status is no longer needed, as the government of Luxembourg maintains, even increases its support for the AEHT.

- **Higher Education activities**

Ana Paula PAIS underlines the importance of extending our activities regarding Higher Education to attract new schools in that field. The next seminar of the HEG will take place in Portugal and she urges the audience to encourage member schools in Higher Education in their country to participate.

- **Elections for National Representatives and Presidium members**

Mid-February, the AEHT Head Office will send out information on the election procedure and will invite Directors of Hotel and/or Tourism schools or of related departments to stand as a candidate for the National Representatives election by means of an electronic form.

Once all the candidacies are collected, the Head Office will submit the list of candidates by country as well as the electronic ballot paper to directors of national member schools.

During the summer period, the newly elected National Representatives will be informed of the officers' posts to be filled in the Presidium and they may send in their candidacy till the end of September.

In order to organize effective and fair elections, it is essential that all schools check their data in the AEHT database (<https://www.aeht.eu/db>) before the process is launched. It is absolutely necessary that each director's personal email address appears in the database, as he/she is the only eligible elector for the school he/she represents.

- **New financial partners for the AEHT**

Two new Privileged Professional Partners have recently joined the AEHT; the first one, Gruppo Spaggiari Parma, is an Italian provider of services and multimedia tools dedicated to the world of education, and the second one, Butler Search Group, is an American organizer of internships for

European Hospitality Management students at premium-level resorts, hotels and private clubs along the east coast of the US.

All efforts by National Representatives to get financial support from new private professional partners, regional authorities or governments will be highly appreciated.

5. Report from the Vice-President responsible for fixed events and for the competitions at the Annual Conference (Klaus ENENGL)

- **2016 Annual Conference competitions**

Klaus ENENGL thanks the management of the Docklands Academy London (DAL) for the organization of this year's Annual Conference and competitions. The system set up by former president and vice-president Louis Robert still works out fairly well and the AEHT continues to work closely with its panel of Head Judges. However, as currently some countries are overrepresented (2 PT, 2 BE, 2 AT), the Presidium wishes to end up with a panel made up of maximum one Head Judge per country. Roll up if you wish to be part of this Competition Committee! Candidates for future changes are still needed.

Working with a panel of Head Judges allows the AEHT to keep the standards very high and to avoid any information leaking before the beginning of the competitions. Remco KOERTS is highly involved in the preparation of the competitions and has already started a workshop to ensure a better flow of information for next year's contest.

6. Report on membership applications, resignations and exclusions (Klaus ENENGL)

Klaus ENENGL presents four different lists to the audience, the first of these lists regards the schools that risk exclusion for non-payment, the second concerns the schools that have not yet paid for 2016, the third list mentions those that resigned and the last one lists the new subscribers.

- **Following schools or organisations have not yet paid their registration fees for 2016**

AEHT Code	Town
A09	Krems
CR13	Novi Zagreb
CY03	Ministry – Lefkosia
CZ04	Podebrady
E19	Valladolid
E22	Marbella
F06	Orchies
F16	La Rochelle
F19	Paris
FIN10	Lahti
I03	Alassio
I108-Prof	LA CASA DELLA DIVISA
I133	Altamura

I141	Lucera
I152	Canosa Di Puglia
I158	Castel Volturno
I162	Bari
I163	Reggio Emilia
I172-PROF	EUROPE 3000
I40	San Giovanni Rotondo
I52	Bardolino
I58	Caltanissetta
I60	Monza
IRL10	Limerick
LT02	Siauliai
LT04	Alytus
M02	St. Julian's – Malta
MK06	Krusevo
NL09	Amsterdam
NL17	Bergen Op Zoom
NL34	Veghel
P10	Lisboa
P13	Porto
P16	Vila Verde
PL02	Poznan
RUS11	Artem
S30	Lindesberg
S62	Skövde
S63	Sollentuna
SLO10	Maribor
SRB07	Vrnjacka Banja
TR17	Ankara
TR41	Kas – Antalya
TR99-IND	Mr. Arici
UKR06	Odessa

The total amount due by these schools to the AEHT equals 15.070 EUR. The AEHT depends highly on the membership fees to finance its management and its activities. Klaus ENENGL asks all schools to

pay at the reception of the first invoice, as reminders need unnecessary waste of time and money. Moreover, as a lot of invoices are returned to the sender due to some changes in addressee's details, Klaus ENENGL had to send them again by electronic mail. Unfortunately, a lot of emails bounced back, as email addresses had changed too. If AEHT can no longer reach the addressees, invoices may never be settled and exclusions are unavoidable. As the list of unpaid invoices gets longer and longer year after year, this is an extremely regrettable situation.

Moreover, every year, some payees are unable to be identified and Klaus ENENGL urges all schools to make his work easier by mentioning in their payment order the number of the invoice or/and the AEHT reference code.

- **Exclusions (if annual fees stay unpaid till 1st December 2016)**

These days, Klaus ENENGL will send out a third invoice to the schools on the list below, that risk exclusion in the event of non-payment of their outstanding membership fees by December 2016. After the expiry of the period of payment, the assembly agrees unanimously to exclude the schools still on the list below.

AEHT Code	Town
A17	Oberwart
CR02	Daruvar
CR19	Virovitica
CY01	Nicosia
F69	Toulon
H11	Budapest
I01	Roma
I106	Roma
I119	Colorno
I136	Falcade
I153	Dolo
I155	L'Aquila
I34	Bari
I42	Fiuggi
I57	Mondovi
I87	Messina
I96	Roma
IRL12	Dublin
MK04	Ohrid
RUS12	Simferopol
S35	Uppsala
S59	Borlänge

S61	Helsingborg
TR02	Tekirdag
TR04	Besevlere-Ankara
TR36	Zeytinburnu – Istanbul
TR44	Bilkent
TR45	Sisli - Istanbul

- **Resignations**

Following schools have resigned from the AEHT.

AEHT Code	Town
I157	CASARANO
NL17	BERGEN OP ZOOM
I129	PAVIA
F94	PARIS
CZ08	POLICKA
F42	THONON-LES-BAINS
I15	RECOARO TERME
I27	MILANO

- **New members**

AEHT Code	Town
I174	MONFALCONE
UKR06	ODESSA
D10	WIESAU
NL33	LEEWARDEN
S63	SOLLENTUNA
E24	PONTEVEDRA
S62	SKÖVDE
F103	CONTREXÈVILLE
F104	CFA TRAJECTOIRE
NL34	VEGHEL
NL35	NIJMEGEN
LT05	KLAIPEDA
F995-PROF	EUROLAM
PL23	BIELSKO-BIALA
B32	KORTRIJK
B33	BRUSSELS

I175-PROF	GRUPPO SPAGGIARI PARMA
USA03-PROF	BSG INTERNS

7. Report from the Treasurer (Klaus ENENGL)

- **Balance sheet and profit and loss account for 2015**

The AEHT Treasurer Klaus ENENGL presents the AEHT balance sheets for 2015. A summary of the profit and loss accounts is projected onto the screen of the meeting room and Klaus ENENGL gives some brief commentary on the various headings of this document.

8. 2015 report from the Auditors and appointment of Auditors for 2016

AEHT's books are kept by 'AMS - Alpha Management Services', an accounting company in Luxembourg. The external auditors, Danielle SNAUWAERT and Jürgen CLAUSEN, met on June 9th, 2016 with General Secretary Nadine SCHINTGEN and the accountant Stéphanie MARION-CORTES to check AEHT's accounts for the 2015 financial year.

The auditors reported that Nadine SCHINTGEN and Stéphanie MARION-CORTES had been able to provide all requested clarifications, enabling the auditors to confirm that the account books were well kept.

In the light of these considerations, the Assembly unanimously approves the 2015 accounts. The mandate of the two auditors is renewed for 2016.

9. Discharge for members of the Presidium

The discharge for members of the Presidium for the financial year 2015 is agreed by unanimous vote. The President thanks the meeting for the confidence placed in her team.

10. Report from the Vice-President responsible for occasional events as well as for teachers' placements (Bogusława PIENKOWSKA)

- **Professional placements for teachers**

Bogusława PIENKOWSKA informs the audience that AEHT will go on with the Pestana Hotels & Resorts group with its cooperation in the area of teachers' observation periods, which started two years ago. One month ago, she first came into contact with the Louvre Hotel Group and negotiated the same conditions for participants as for the former ACCOR placements (free accommodation and meals if taken with the staff). She is preparing an agreement with the Pestana group, that should come into force next year.

- **2016 events calendar**

Bogusława PIENKOWSKA points out that the number of participants increased compared to previous years. During the academic year 2014/2015, 856 persons attended 10 AEHT events, whereas 889 persons participated in 9 events organized between October 2015 and October 2016.

- **Presentation by organizing schools of their events proposals for 2017**

Bogusława PIENKOWSKA invites all organizers to take the floor to present their events organized for 2017.

EVENT	
MARCH	
March 28th – 30th	12 th Bartender G&T Cup 2017, Bled (SI)
APRIL	
April 6th – 9th	19 th edition of the Bartolomeo Scappi International Competition (bar, sommelier, pastry, cooking competitions), Castel San Pietro Terme (IT)
April 19th – 21st	Flavor & Cinema - Algarve'17, Faro (PT)
MAY	
May (date to be defined)	Seminar for teachers and directors (for EQF level 5 and up) focusing on 'Sea, sun & culture' organized by the hotel schools from Douro-Lamego and Estoril, Lisbon (PT)
May 2nd - 6th	Youth Parliament on "Slow tourism and mass tourism: Can the two meet?", Eastern Mediterranean University - Faculty of Tourism, Famagusta, North Cyprus (TR)
May 4th – 6th	Culinary arts and bar competition "A dish with white gold (sweet salt of Cervia)", Cervia (IT)
JUNE	
June 22nd - July 1st	10 FEST AZORES 2017 – 10 days, 10 chefs, Ponta Delgada, Island São Miguel (PT)
OCTOBER	
October	Seminar for The WSET® (Wine and Spirit Education Trust) Level 1 and 2 Awards in Wines and Spirits, Maribor (SI)
October 25th - 27th or November 8th-10th (to be confirmed)	EUROCUP 2017 – 25 th edition of the Junior bartenders competition (special jubilee edition), organized in collaboration with Cognac Academy, Prešov (SK)
October or December	AEHT Youth Tourism & Gastronomy Workshop, Eastern Mediterranean University -Faculty of Tourism, Famagusta, North Cyprus (TR)
NOVEMBER	
November 13th - 18th	30 th AEHT Annual Conference organized by the network of Flemish member schools in Ostend (BE)
DECEMBER	
December 2nd - 8th	26 th Christmas in Europe, Fatima (PT)

Most events have already had previous editions and are well known by AEHT member schools. We will therefore limit our report on some of the new events or organizers. More information on all the events will be posted in due time on the AEHT Internet site www.aeht.eu.

The information on the culinary arts and bar competition "A dish with white gold (sweet salt of Cervia)" may already be downloaded on the school's web page http://www.alberghierocervia.gov.it/categorie01.asp?id_categoria=2.

The Eastern Mediterranean University - EMU from North Cyprus is organizing, for the first time, events for AEHT members.

- **1) 5th edition of the AEHT Youth Parliament**

The 5th edition of AEHT Youth parliament will be organized by the Eastern Mediterranean University and held from May 2nd to May 6th, 2017 in the congress center Rauf Rais Denktas in Famagusta. The theme of this year's session will deal with the topic "Slow tourism and mass tourism: Can the two meet?". The minimum age limit for joining the Youth Parliament is 18 years.

The costs for transfers from/to the airport, accommodation and meals are born by the organizer. Students will only need to buy their plane tickets. The event will be organized for minimum 10 and maximum 20 participants.

- **2) AEHT Youth Tourism & Gastronomy Workshop**

During this workshop, students will be divided into groups and each group will have to discuss a specific topic, make research and find and present solutions to the assembly.

- **3) AEHT member schools may also join in the 7th Advances in Hospitality and Tourism Marketing and Management (AHTMM) conference** organized on July 10th-15th, 2017 by EMU together with Washington State University (see <http://www.ahtmm.com>).

Regarding the co-financing of the Christmas in Europe event, General Secretary Nadine SCHINTGEN will submit a new Erasmus Plus mobility project for April 26th, 2017. A new call for candidates will thus be launched among AEHT member schools in February 2017. Priority will be given to newcomers and afterwards a fair allocation amongst member countries will be operated. Based on former projects, the AEHT may expect grants for 60 youngsters in total and around 2 teachers per country.

- **Next venues of the AEHT Annual Conference**

2017 : Ostend (Oostende) Belgium (November 13th - 18th, 2017)

2018 : Leeuwarden, The Netherlands

2019 : Split, Croatia

2020 : Lithuania

2021 : Austria

2022 : Barcelona, Spain

2023 : Diekirch, Luxembourg

- **Next venues of the Christmas in Europe event**

2016 : San Benedetto del Tronto, Italy

2017 : Fatima, Portugal

2018 : Riga, Latvia

2019 : Colares-Sintra, Portugal

11. Report from the Vice-President responsible for the AEHT website and for the registration platform for the Annual Conference (Neeme RAND)

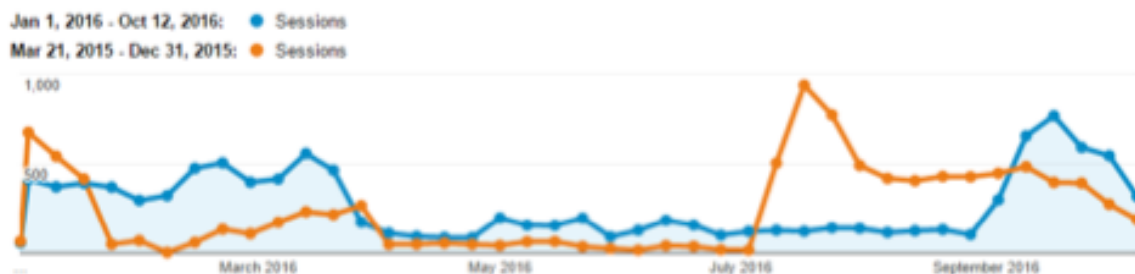
Vice-President Neeme RAND presented the IT services used by AEHT, the statistics and other information on the visits of AEHT website and Facebook page using a PowerPoint presentation.

- **IT services used by AEHT:**

1. AEHT management database is a database designed especially for AEHT to manage online membership data (AEHT code, status, post address, e-mails, url, names of director and contact person, aso.). It was created in 2014 and members may update themselves their data. The data of any teacher that would like to receive AEHT's information mailings may be added.
2. The next organizers of Annual Conferences will use the platform for registrations, as the database provides personalized registration forms. User support for setting up the registration form will be provided by Neeme RAND's team.
3. Next elections of National Representatives in spring 2017 will also be run via the AEHT platform.

- **New AEHT website since March 2016**

A new website was needed for two reasons; the old platform was no longer supported by the webserver service provider and the new platform will be more secure and compatible with mobile devices (phones and tablets). The template of the new website was chosen in cooperation with the Presidium. A new site will provide the opportunity to create sub-sites for events such as Annual Conferences.



The total number of visits to the AEHT website for the academic year 2015/16 is 47 472. The visits have considerably increased compared to 2014/15 (32 513 visits). However, as there has been a peak in July, this might be the work of 'robots'.

► Website statistics, comparing with last period



Visits per country:

Country	Sessions	Sessions	Contribution to total: Sessions
	11,254 % of Total 100.00% (11,254)	11,254 % of Total 100.00% (11,254)	
1. Russia	3,235	28.75%	
2. Italy	842	7.48%	
3. Belgium	801	7.12%	
4. France	714	6.34%	
5. United Kingdom	520	4.62%	
6. Netherlands	425	3.78%	
7. Slovenia	363	3.23%	
8. Estonia	353	3.14%	
9. Austria	322	2.86%	
10. Portugal	308	2.74%	

Number of visits by country (top 10)

Country ?	Acquisition			Behavior	
	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?
	22,266 <small>% of Total: 100.00% (22,266)</small>	74.02% <small>Avg for View: 73.92% (0.13%)</small>	16,481 <small>% of Total: 100.13% (16,460)</small>	65.94% <small>Avg for View: 65.94% (0.00%)</small>	2.91 <small>Avg for View: 2.91 (0.00%)</small>
1. Italy	2,488 (11.17%)	66.36%	1,651 (10.02%)	57.92%	3.15
2. Russia	1,822 (8.18%)	89.90%	1,638 (9.94%)	94.57%	1.31
3. France	1,303 (5.85%)	77.67%	1,012 (6.14%)	58.25%	3.20
4. United States	1,015 (4.56%)	94.78%	962 (5.84%)	87.19%	1.33
5. Netherlands	954 (4.28%)	71.49%	682 (4.14%)	54.72%	3.48
6. Estonia	941 (4.23%)	71.73%	675 (4.10%)	70.03%	2.51
7. Austria	827 (3.71%)	53.93%	446 (2.71%)	43.05%	3.54
8. Portugal	797 (3.58%)	59.60%	475 (2.88%)	60.60%	2.84
9. Slovenia	750 (3.37%)	47.47%	356 (2.16%)	52.00%	3.22
10. Belgium	674 (3.03%)	71.96%	485 (2.94%)	48.22%	3.27

NB.: It seems that the frequent visits during Summer holidays by Russia are due to robots.

- **Where visitors came from**



This chart shows that there are a lot of visits from other sides (referral), which is very positive.

- **AEHT Facebook account**

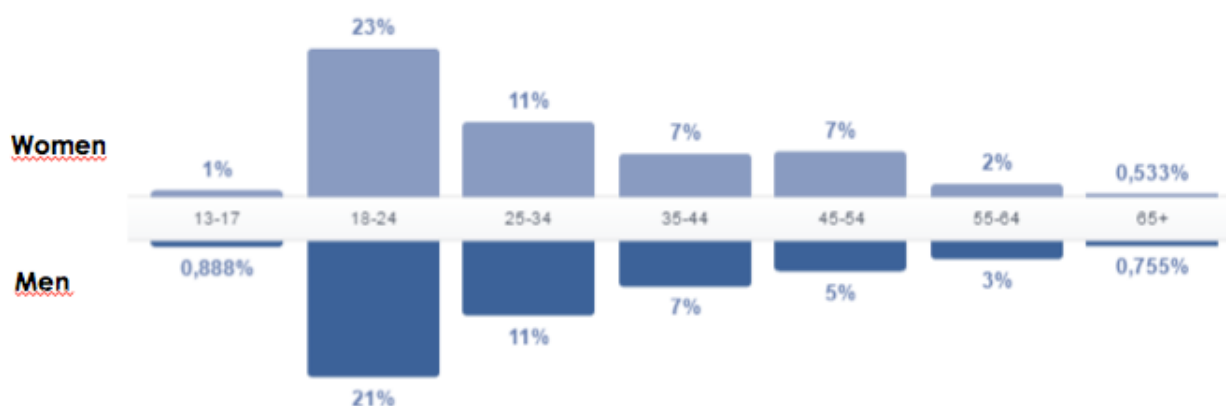
The total number of "likes (I like)" of AEHT's Facebook account has increased from 1 894 in October 2015 to 2255 likes today.

Total Page Likes as of Today: 2255



Communication via Facebook has risen a lot within one year, but it is still essential that all member schools visit the AEHT Facebook page and increase the number of "likes" by following the link: <https://www.facebook.com/aeht.eu>. A high number of "likes" will draw attention of non-affiliated schools and potential professional partners to AEHT and its activities.

Breakdown of visitors by age and sex



As over 20% of AEHT Facebook page followers are youngsters between 18 and 24 years old, AEHT considers communicating with students via Facebook.

- **AEHT Database**

AEHT member schools are requested to update their information in the AEHT database (<https://www.aeht.eu/db/login.php>). If their e-mail address is out-dated, the AEHT Head Office will fail to join them for communicating important information.

- **To do list for 2017**

- To make AEHT website more secure, AEHT IT managers plan to encrypt whole website with SSL certificate. Currently they use encryption only on the AEHT management database.
- They will undertake the AEHT Management database customization and new development according to the needs of the outputs.

- **Moving to Office 365 Cloud in 2018**

For the following reasons AEHT should use Office 365 services in the near future:

- ▶ Top high Safety and Security level
- ▶ Email, collaboration and Online Meeting Solutions (Enhanced video conferencing solution)
- ▶ No Requirement for Advanced IT Knowledge
- ▶ Easy to Learn, straightforward to Use
- ▶ Easy communication and collaboration inside and outside the organization

In the future, the management database and the registration form for Annual Conference will be in Office 365 environment.

Klaus ENENGL welcomes this new tool that makes sharing of material and communication with others (via Business skype) much easier. He suggests organizing a workshop for members on the use of Office 365. Microsoft provides a first training period free of charge. However, to be fully operational it is essential to keep updating the system all the time, as it will otherwise get obsolete very quickly. Murat Ozbek recommends AEHT to provide also online learning.

12. Annual Conference 2017 in Ostend (BE)

The 30th AEHT Annual Conference - a jubilee edition - will take place from November 13th to 18th, 2017 on the Belgian coast in Ostend (BE). Sanne HUYGENS, director of GO! TA Campus Wemmel, one of the leading schools of the network of AEHT schools in Flanders in charge of the organization of the next Annual Conference and competitions, presents the main highlights of the city of Ostend and its surroundings, the Casino Kursaal - the venue of the reception, the competitions and the meetings, the accommodation facilities mainly for students at Hotel Vayamundo, a 5 min ride with the coast tram from the Casino and those for teachers and directors at Hotel Andromeda, more luxurious, next to the Casino, before describing in detail the draft programme of the conference and the means of transport to reach Ostend.

Competitions will be organized for following subjects:

- Barista
- Cocktail
- Culinary art
- Decathlon
- Front Office
- Hospitality Management
- Pastry
- Restaurant service
- Tourist destination
- Wine service

During the conference days, breakfasts will be served at the respective hotels, lunches at Casino Kursaal and dinners at Hotel Vayamundo. Excursions will be organized to the 'cities of arts', i.e. Ghent, Brussels, Antwerp, Mechelen and Bruges. A one-day tour will be organized on November 17th to the WW1 - Flanders fields.

Following conference registration fees are currently applied for a stay at Hotel Vayamundo:

- Students: 640 EUR,
- Adults accommodated in double rooms: 750 EUR
- Adults accommodated in single rooms: 835 EUR

Rates will be slightly higher for a stay at Hotel Andromeda.

Antun Perusina, director of the Hotel school in Dubrovnik, regrets that the prices keep on rising. He warns that more and more Croatian schools will withdraw from the AEHT as they can no longer pay their registration fees for the Annual Conferences, one of the most popular activities for members. Currently the prices for students went up by 30% compared to the conferences before 2016, as e.g. the one he organized in Dubrovnik in 2009. It is important to give everybody the opportunity to participate and to build up relations within the AEHT.

The Presidium members agree with this objection and request the organizers to look for additional financial support to lower the registration fees for 2017. The purpose of the Annual Conferences is not to enjoy the hotel, but to give students the opportunity to compete together. Sanne HUYGENS promises to make every effort to lower the package prices.

Aysegul YESILDAGLAR points out that there are possibilities to get Erasmus Plus grants to participate in Annual Conferences. The General Assembly will be followed by a workshop on that topic.

13. Any other business

Louis ROBERT, former President and Vice-President of AEHT, points out that the General Assembly's agenda foresees a discussion on the convocation of an extraordinary General Assembly to analyze and vote some changes in the AEHT Statutes, on which the assembly has not been invited so far to approve on. Moreover, there has been no information on this topic in the report of the President. Louis ROBERT presumes that it was related to financial matters, though the AEHT has still a good financial situation. He underlines that it is not an extraordinary General Assembly that is needed by AEHT, but the development of strategies to collect the necessary financial means, and in that regard, to stop losing members. This phenomenon is growing with the increase in Annual Conference registration fees.

Furthermore, we must ensure a stable management as well as the control of financial expenses. The day-to-day management of the AEHT was first ensured by Sybille Schoch, a teacher at the Illkirch Hotel School, afterwards by Christine Hurinville a teacher of the Hotel School in La Rochelle, before John Rees-Smith, Head of Language Centre of the Middlesex University London, took over in 2000 and worked at Hotel school in Diekirch. He passed the torch in 2004 to Nadine Schintgen. The Luxembourg government supported the move of the Head Office from France to Luxembourg in 2000 with a grant of initially 30000 EUR/year, which was, years later, due to some budgetary restrictions reduced to 20.800 EUR/year.

According to the agreement with Luxembourg ministry of education, the AEHT managing board employed a secretary with that money to make everything more professional. Unfortunately, not all know the amount of work AEHT General Nadine Schintgen is accomplishing every day. Long reports ask a lot of time to write, and so on. Some difficulties with the former director of the Hotel school in Diekirch, where the AEHT Head Office is registered, had also to be faced, which did not make things easier. However, the situation has highly improved with current acting director, Mia Aouadi, who is extremely motivated in building and enhancing a strong relationship with AEHT.

AEHT benefits also from a strong support from Luxembourg government. Michel Lanner, first senior government advisor for Luxembourg's education minister, managed to raise the subvention for the AEHT to 26.800 EUR for 2017 and to 30000 EUR for 2018. He has more ideas on how to further increase the support from Luxembourg for AEHT.

Everybody knows Nadine Schintgen, but not everybody is aware of how our association was growing (more languages/countries) and how the activities were expanding and thus was her work.

Ana Paula PAIS appreciates the historical evidence from Louis ROBERT and explains that going through hard times from time to time is normal. She explains "it seemed that we needed to discuss some changes, but this is no longer the case as the situation has changed. However, we still seek support in all countries of Europe. Feel free to help us. "

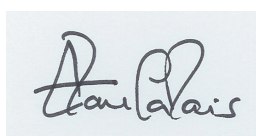
Nadine Schintgen adds that the AEHT has also received a grant of 3000 EUR by Luxembourg Ministry of Tourism for the Christmas event in 2015 in Diekirch and that she met with former President of the European Commission (1995-1999) and previously Prime Minister of Luxembourg Jacques Santer, to explore new paths for getting additional support in Luxembourg i.e. by the House of Europe.

Helena Cvikl would like to have more details about the reason of putting the setting up of an extraordinary General Assembly on the agenda. Ana Paula PAIS explains that this point should have been discussed before within the Executive Board, but that there is no need for this anymore as the situation has changed.

14. Date of the next Ordinary General Assembly

The next Ordinary General Assembly will take place on November 16th 2017 in Ostend (BE).

Diekirch, January 26th, 2017



Ana Paula PAIS
AEHT President



Nadine SCHINTGEN
AEHT General Secretary

English translation: Graça Neto, Coimbra Hotel and Tourism school - P05