

# AEHT - Newsletter

**Dear AEHT Members,**

Estonia is putting the finishing touches to the preparations for receiving you in style from 14<sup>th</sup> to 19<sup>th</sup> October at the 21<sup>st</sup> AEHT Annual Conference. First of all here is some information about your arrival and your accommodation. Major extension works are currently finalized at Tallinn's Ülemiste airport, and the improved facilities will put an end to the long queues thanks to the installation of new check-in desks and a new check-in system. Airport security and the security checks for passengers and luggage are also being considerably improved.

The airport in Kuressaare (200 kms from Tallinn) will also see some important changes: the famous 'cuckoos' (the nickname given by the Presidium to the little Cessna aircraft plying between Tallinn and Kuressaare) will be replaced by larger aircraft, and new routes will link the island of Saaremaa to Stockholm, Tallinn and Helsinki. For further information on travel to Tallinn or Kuressaare, please consult:

[http://www.saaremaa.ee/index.php?option=com\\_content&view=article&id=765&Itemid=257&tourism/saaremaa/viidi.php](http://www.saaremaa.ee/index.php?option=com_content&view=article&id=765&Itemid=257&tourism/saaremaa/viidi.php).



Kuressaare Bishops' Palace dating from the 13<sup>th</sup> and 14<sup>th</sup> centuries - the only surviving intact medieval fortress in the Baltic countries, now the property of the Saaremaa Regional Museum

As for the transfers from Tallinn to Kuressaare, either from the airport, the port, the railway station or the bus station, students from the Tallinn Services School (EE 02), will greet you with an AEHT sign board. When you arrive on October 14<sup>th</sup> you can make use of the free special bus transfers to Kuressaare, though these will run only between midday and midnight. For the return journey the transfers will operate only on the morning of October 19<sup>th</sup>. The same arrangements also apply for arrivals and departures to and from Kuressaare airport.

From the end of the Second World War until 1994 the island of Saaremaa was a completely closed Soviet military zone, to which access was possible only by special permit.

Since then the island together with its capital Kuressaare have been developing at an amazing pace. Hotels, mostly with spa facilities, are springing up everywhere. Delegates at the Annual Conference will have a choice of several hotels. Adults will choose between the Georg Ots Spa Hotel, the Spa Hotel Rüütli, the Spa Hotel Meri or the Spa Hotel Saaremaa Valss. Students will be allocated shared bedrooms at the Mardi hotel (the Kuressaare Ametikool's training hotel) or at the Arabella hotel, highly convenient because they are close to the competition venues.



Georg Ots, a famous Estonian opera singer



Georg Ots Spa Hotel



Rüütli hotel



Meri hotel



The Mardi training hotel



Kuressaare Ametikool

This year the Estonian Republic celebrates its 90<sup>th</sup> anniversary, and the town of Kuressaare celebrates 445 years since its foundation. On the occasion of this double anniversary Queen Beatrix of the Netherlands paid a three-day state visit to Estonia and honoured the island of Saaremaa with her presence. On May 16<sup>th</sup> 2008 she visited several departments of the Regional Training Centre - Kuressaare Ametikool - which is already 85 years old. Commenting on this visit, Neeme Rand declared: 'I think that the Kuressaare Ametikool (the only training institution visited by the queen) was chosen because of its strong commitment to international education, in which the AEHT plays a major role. I handed her majesty a copy of the AEHT brochure

and briefly explained to her the objectives of the AEHT's Annual Conference and Competitions which will be held in our school in October.'



Queen Beatrix's visit to the Kuressaare Ametikool on May 16th  
Video: [http://web.ametikool.ee/foto/main.php?g2\\_itemId=93447](http://web.ametikool.ee/foto/main.php?g2_itemId=93447)



The queen met three of the school's graduates, all of them working in the tourism sector – two as chefs and the third managing the Kuressaare Tourist Information Centre. Then her majesty allowed herself to be tempted by the tasty snacks prepared by the students. 'We had been given no restrictions as to her majesty's menu, which allowed us to use mostly ingredients used in traditional Estonian cuisine', explained Helle Kuris, who is in charge of the restaurant department.

In mid-March the Executive Board was able to see at first hand the progress on preparations for the forthcoming Annual Conference. After a lengthy meeting of the Board (see the minutes of the meeting at [www.aeht.eu](http://www.aeht.eu)) our national representatives had the opportunity to visit the premises which will be the venues for the eight competitions (bar, culinary arts, rooms division, management, pastry, front office, food service, tourism), for the meetings, seminars and official ceremonies.

Part of the sports hall will be turned into a restaurant with a capacity of 700 people. The service, bar and rooms competitions will take place in the sports hall which is located near the school. The other competitions as well as the Executive Board meeting will take place in the Regional Training Centre – Kuressaare Ametikool. Please note that all the information about the arrangements for the competitions is already available on our website. The General Assembly will take place in the town's conference centre.



The Sports Hall which will become the dining hall during Conference



The Sports Hall which will be the venue for the Service and Front Office competitions

Since all of these venues are a few minutes walk from each other you will not need to take a shuttle bus to travel from one to the other.



The Sports Hall – the venue for the bar competition



Kuressaare Ametikool will be the venue for all the other competitions

Some of the excursions on the programme will take you through part of the Vilsandi National Park, one of Estonia's five national parks, covering an area of 191 square kilometres including 114 square kilometres of sea. I had the privilege of visiting the park in March, in the company of several colleagues. The park was created in 1993 with the purpose of preserving the coastal landscape and the sea area off the west coast of Estonia – a habitat for seals and many bird species including migrating birds. Though they were almost completely wiped out in 1950 there are now between 120,000 and 130,000 grey seals in the world. These animals have been a protected species since 1970, and weigh up to 200 kilos and reach a length of 2 metres. The seals come to a small island within the national park in order to give birth to their young. Only two out of three baby seals manage to survive; some of them get injured and wash up on the shore or drown.



Picnic in the Vilsandi National Park



A wounded baby seal

Let us mention some of the other tourist attractions which await you: the town of Kuressaare with its magnificent bishops' palace, its spas and its arts and crafts, the famous Kaali meteorite crater, the Viidumäe nature reserve, the Sõrve peninsula, Angla windmill hill, Loona manor house, etc. You can register for the excursions once you arrive in Kuressaare.

A visit of Tallinn old town is not included in the programme, but as the town is only a fifteen-minute taxi



ride from the airport, if you have a little spare time I suggest that you explore this historic place, one of the world's most complete examples of medieval architecture. You should see Toompea Castle, the Dominican Monastery and the churches of the Holy Spirit and of St Olaf – all from the 13<sup>th</sup> century – and the 15<sup>th</sup> century Viru Gate and the Gothic town hall, as well as the 'Kiek in de Kōk' – Northern Europe's most powerful cannon tower in the 16<sup>th</sup> century, and A.Nevsky's 1900 orthodox cathedral, etc.

You should be aware that since May 19<sup>th</sup> a new version of the electronic registration form to be completed online has been available on the internet. Please note that you must first of all create your account by choosing yourself your own username and password. After you have registered an account, you will be sent by e-mail notification of the link to be used to gain access to the registration form. Once you have registered you will be able to download a proforma invoice by selecting this option from the menu on the left of the same web page. Once you have paid, the paper version of the invoice will be sent to you by post.

Please note that preferential prices will be available until July 15<sup>th</sup>, and that after this date there will be a supplement of €50 per person. The deadline for registration is September 15<sup>th</sup> 2008.

The 'L. DI POPPA' I.P.S.S.A.C.T. in Giulianova (in the Teramo province of the Abruzzo region) covered itself in glory yet again by organising the **fourth edition of the Competition for Hotel Reception Employees** and the **second edition of the Tourism in the City contest** from May 8<sup>th</sup> to 9<sup>th</sup> 2008. Once again the enthusiasm of the organisers brought together a large number of volunteers for the event, as well as a good number of institutional supporters and numerous faithful sponsors from private companies; they attracted the attention of professional and tourism bodies in the east of the country, thus giving the event an exceptional dynamism.

The event brought together 150 participants from 14 overseas schools (in Croatia, Denmark, Finland, Latvia, Malta, Poland, Russia and Spain).



St Petersburg shows its charms



Sardinian dances at the Sicilian stand

Gregorio Riva from the San Pelegrino Terme school emerged as the winner of the Reception competition which included a written test and a role-play. The winner of the Tourism competition, which included a written test, the setting up of a stand advertising the Viale Orsini as well as an oral presentation, was won by Sigita Zvirbule from the school in Riga, Latvia. Both winners were presented with a grant to finance a language course abroad.



Alfonso Benvenuto, Rosanna Di Bernardino, Anna Di Febo



Davide Mongardi, from the Riolo Terme school – prize for the best stand



Anna Comarova -St Petersburg & Laura Podetti - Châtillon - 3<sup>rd</sup> prize in the tourism competition



Elena Tuunanen and Katri Leskinen from the Jyväskylä Institute in Finland- winners of the reception and tourism cups respectively.

A cup was awarded to the Catering College of the Jyväskylä Vocational Institute in Finland – for having obtained the best average scores both in the tourism and the reception contests. In addition, the public voted for a 'best stand' award for the schools from Pachino, Tortoli and Riolo Terme.

The creators of this event, which generates such conviviality and professionalism, have no intention of resting on their laurels, and they are already planning the next event in order to give AEHT students yet another opportunity to compete together while getting to know each other.



Students gather for the prize-giving

The seminar entitled **'The Secrets of Madeira Wines'** is scheduled for June 25<sup>th</sup>-29<sup>th</sup> in Funchal, Portugal. Please note that the registration deadline is May 31<sup>st</sup>. The Presidium will be holding its summer meeting in Madeira at the same time as the seminar and invites you to join the vice-presidents for a glass of fine Madeira wine.

June 5<sup>th</sup> is the deadline for the next edition of Christmas in Europe, to be organised by the F.Mitterand Vocational School (Château-Chinon, France) from December 5<sup>th</sup> to 10<sup>th</sup> 2008. The registration form may be downloaded at [http://www.aeht.eu/index.php?option=com\\_content&task=view&id=159&Itemid=77&lang=fr\\_FR](http://www.aeht.eu/index.php?option=com_content&task=view&id=159&Itemid=77&lang=fr_FR).

**The Second International Thrace Cup** planned for April 9<sup>th</sup> to 13<sup>th</sup> at the Tekirdag Anatolian Hotel and Tourism School, and the seminar entitled **'From Sea to Plate – a course on sustainable production and preparation of fish and shellfish'** scheduled for April 22<sup>nd</sup> to 25<sup>th</sup> at the Gothenburg hotel school – both these events have had to be deferred until next year because of insufficient registrations. Some schools had initially shown an interest in taking part, but had had to cancel when they saw the high cost of travel. To find the cheapest air fares for a given destination, please go to [www.momando.com](http://www.momando.com). To find out which budget airlines fly to a given destination, try the [www.flylc.com](http://www.flylc.com) search engine.

Arrangements for the **teacher placements in units belonging to the ACCOR group** have been somewhat delayed following changes which occurred at the beginning of the year in the ACCOR Human Resources Directorate. Céline Jeantet-Gorre, who is in charge of ACCOR's school partnerships, has taken over from Frédérique POGGI. In the week beginning April 21<sup>st</sup> a letter requesting continuing support for the scheme was sent out to all the group's hotels which had hosted an AEHT teacher over the last two years. The number of recipients of the letter was reduced in order to avoid disappointment among those hotels whose previous offers to accept candidates had not been taken up. A provisional list of available placements is now posted at [http://www.zshg.waw.ids.pl/aeht\\_accor\\_gl.html](http://www.zshg.waw.ids.pl/aeht_accor_gl.html) (or [www.aeht.eu](http://www.aeht.eu)). Roll up!

This year **Villeroy et Boch celebrates its 260<sup>th</sup> Anniversary**. In 1748 François Boch, owner of a gun foundry, set up his first pottery in Audin-le-Tiche, a French village on the border with Luxembourg. Shortly afterwards the lands of the independent Duchy of Lorraine were incorporated into France and a new pre-industrial production unit was opened in 1767 in Luxembourg, a very

promising market, in order to avoid Luxembourg import duties. Today the company has production units in several European countries and has just acquired facilities in Thailand, India and Latin America, making it a large-scale international manufacturer.



Fashioning



Quality control and warehousing

At recent open days at the Luxembourg factory on May 17<sup>th</sup> and 18<sup>th</sup> many members of the public had the opportunity of learning all about the (mostly automated) production process of this world-renowned brand, and particularly of its New Wave range; we saw the whole process from the high-pressure moulding, drying, rubbing down and glazing to firing, quality control and warehousing. We learned that porcelaine spends six and a half hours in a gas oven that is 64 metres long at a maximum temperature of 1230 °C, where the items lose 12% of their volume.



Glazing



Firing at a maximum of 1230 °C

May we remind you that Villeroy & Boch Luxembourg offers all AEHT member schools a 50% discount on their purchases of professional crockery, on condition that they adopt this brand as their main supplier of tableware. Please contact: Mr Georges SCHMITZ ([schmitz.georges@villeroy-boch.com](mailto:schmitz.georges@villeroy-boch.com)).

We should like to take this opportunity to remind you that we have other **Privileged Professional Partners** such as la Casa della Divisa, Grand Marnier and the ACCOR Group who have been



supporting the AEHT for a number of years. They deserve to feature among your preferred suppliers.

The RESTOLINGUA company has just developed an **online translation programme** intended to produce menus in various European languages ([www.restolingua.com](http://www.restolingua.com)). Over the next few years new languages will be gradually added. As part of this development process the software authors seek collaboration from Danish, Slovak, Czech and Portuguese schools. If you are interested in the project, please contact the AEHT Head Office at [secretariat@aeht.lu](mailto:secretariat@aeht.lu).

At present there is no charge for access to the website and for use of the programme, though a charge will be made as from next year. At the moment we are negotiating with the company to obtain for AEHT members either free or reduced-cost access to the programme beyond this year.

We would like you to go to the website, register as a user and try all the options that the software offers. Please feel free to send your comments to the head office and to the software developers who would be pleased to receive your comments in order to improve their product and adapt it to the needs of the profession. All being well, there will be a presentation of the website at the Annual Conference.

Other **interesting websites** are 'Who is who in Hospitality' ([www.wiwih.com](http://www.wiwih.com)) and Hsyndicate – a communication and information forum aimed specifically at the HORECA and tourism sectors ([www.hsyndicate.org](http://www.hsyndicate.org)).

We should like to announce that the **2008 Members Yearbook**, including an AEHT presentation video, a photo gallery and some videos of the most recent events, is currently with the printers and will be sent out at the beginning of June. The AEHT presentation video is also available via YouTube at: <http://fr-youtube.com/watch?v=UC77t6NdQOA&feature=email>.

## **DROP BY DROP**

**Our members write about their experiences**

### **1. A moving journey back to my roots**



*Irina Kagakina has represented Russia on the Executive Board for many years*

*It was really amazing for me to visit Estonia and Kuressaare again after more than 40 years! I lived with my parents in Kuressaare for three years at the beginning of the sixties: my father was an officer in the Soviet Army and my mother was a doctor.*

*I attended a Russian primary school in Kingisep – the former name of Kuressaare. I have never forgotten the images of a castle and a park where I spent a lot of time with my Russian and Estonian friends. We studied Estonian language at school and Estonian children studied Russian so we spoke to each other in a mixed language. I remember my mother's friend Linda: later, when we left Estonia for another place, in Russia, Linda knitted beautiful sweaters and mittens for my mother and me! We spoke Estonian quite well because it was natural to use the language of the local inhabitants. I tried dried fish for the first time in Estonia!*

*In March this year I saw Kuressaare again. Of course, it was difficult for me to find the places I had known in my childhood - maybe in October I will have more time and try to find some familiar places. The town seemed to me very friendly and some people even speak Russian. The castle is one of my brightest memories: I was really happy to see it in such a beautiful condition! I did not expect that there would be so many nice hotels in the town. I am sure that the town has all that is needed to be a historical place of interest and a resort where you can relax in great comfort. I have the warmest feelings for this place because a piece of my heart will for ever remain in Kuressaare!*

**(text by Irina Kagakina, AEHT Russian contact)**

## 2. News from our prize-winners

At the suggestion of Mary Owens, the AEHT's Irish national representative, we have launched this new section of the Newsletter. The intention is to gather from competition winners in previous years their thoughts on the importance of the AEHT experience in their personal and professional development, as well as their views on the career opportunities open to them as a result of their prize-winning performance at the Annual Conference. Prize winners are invited to send us their contributions for a future number of the Newsletter!

### - Prize-winner Jane Jundas told us

'I took part in the 19<sup>th</sup> AEHT Annual Conference that took place in Killarney, Ireland from November 7<sup>th</sup> to 12<sup>th</sup> 2006. Together with my Luxembourgish partner Laurence Linden, I won second prize in the tourism competition.



Jane Jundas (EE) and Laurence Linden (L) receive the second prize in the tourism competition at the Killarney Annual Conference in 2006

This prize was obviously a great distinction for Tallinn Service school of which I am a graduate, but it also gave me confidence about my choice of specialism. Winning this prize gave me the encouragement to continue my studies and to work in the tourism sector.

At the time of the Annual Conference I was working in the Estravel travel agency, the largest in Estonia, and I continued to work there after the conference. My managers told me how proud they were of my winning the prize. I was working as a junior travel consultant, and my main duties were selling all types of products (from simple ferry tickets to organised tours and stays) creating tailor-made tours for my clients and of course offering them the best possible service.

At the moment I am on maternity leave but it is my firm intention to return to Estravel to continue my career with them.



Jane Jundas together with her teacher Maret Reinmets

When I think back to the Annual Conference, I am glad that my school gave me the opportunity to take part and to acquire a most enriching experience. In fact the event enabled me to improve my knowledge, my competence and my skills.

I would advise all students wishing to take part in a tourism competition to use all their knowledge, not just those related to tourism. Tourism involves many fields, from the environment to culture. In the competition you should be sure to keep an open mind and to follow the instructions carefully!

(by Jane Jundas, graduate of the Tallinn Service School)

**Kohtumiseni Kuressaares** (We hope to see you all in Kuressaare).

Nadine SCHINTGEN  
AEHT General Secretary

Text: N. Schintgen with contributions from Chr. Keller, T. Tuisk, I. Kagakina, J. Jundas  
Photos: N. Schintgen, J. Rees Smith, A. Paju, M. Coppa, Ipsar L. di Poppa  
English translation: J. Rees Smith

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