Hyria

Customer Service in Tourism

Toteutustapa: Monimuoto
Tutkinto: Matkailualan perustutkinto
Koulutusalat: Palvelualat
Koulutus alkaa: 01.02.2027
Hinta: 0€

Do you want to work in an international environment and create unforgettable experiences for customers?

In the Tourism Customer Service training, you will learn to work with people and develop your skills in customer service within the tourism sector. As a tourism customer service professional, you will work in tourism and activity services where customer safety, comfort and a successful service experience are the top priorities.

The work is varied and requires flexibility, problem solving skills and good language skills. During the training, you will learn to plan and deliver customer oriented services that meet the needs of the tourism industry. The studies emphasize practical work situations, cooperation and responsible practices.

Kenelle tarkoitettu

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This training is designed for individuals looking to build a new career. If you're eager to work in dynamic, customer-focused tourism roles, this programme is an excellent pathway. A similar training programme is also available in Finnish. TE-koulutuksen kotisivujulkaisun tiedot Applicants do not need to have an existing employment contract or prior work in the field, although these are considered an advantage during the application process. An applicant who has a permanent employment contract in a tourism-related workplace will be guided, when possible, to complete the qualification through an apprenticeship.

Tällaisiin töihin voit päästä

After completing the programme, you can pursue employment in hotels, travel and activity service companies, campsites, travel agencies, ski resorts, and other tourism destinations. Typical roles include reception, customer service, sales, and travel advisory positions. The skills gained also provide opportunities to work in international tourism and hospitality environments.

Toteutustapa

The training is delivered through a combination of classroom-based instruction, online learning, and workplace learning. The duration of the training is approximately four months, with around half of the time dedicated to theoretical studies and half to workplace learning.

Aikataulu

The schedule for the on site days will be clarified after the training begins. The training is carried out as flexibly as possible through on site and online studies, as well as workplace

learning. The duration of the training is 4 months.

Koulutuksen hinta

Hinta: 0€

Students Covered by the Compulsory Education Act

Education is free of charge for students covered by the Compulsory Education Act until the end of the calendar year in which they turn 20. The following are included free of charge:

- textbooks and other materials needed in instruction
- tools, clothing, and supplies required for instruction
- mandatory permits and qualifications included in the degree/training

The Compulsory Education Act mainly applies to individuals born in 2005 or later. More information about the Act can be found on the Ministry of Education and Culture's website.

Other Students

For other students, the education itself is also free of charge. However, costs may arise from the following:

- textbooks and other materials needed in instruction

- tools, clothing, and supplies required for instruction
- mandatory permits and qualifications included in the degree/training

Tuition fee for non-EU/EEA citizens

Due to amendments to the legislation on vocational education, studies will be subject to a fee for students who come to Finland from outside the EU/EEA area for the purpose of studying, starting from 1 August 2026. Read more about tuition fees on the guidance page.

Valintaperusteet

The required language proficiency level for the field in question is B1.1 in both English and Finnish

Hyria's continuous application student selection process is divided into three assessment areas, regardless of the field: *Motivation*, *Study Readiness*, and *Work-Life Readiness*. The scoring criteria include information assessed directly from the application as well as elements evaluated through a separate aptitude test or interview. In addition, depending on the specific training or qualification, there may be one or more pre-assignments used to screen applicants before inviting them to an interview.

Motivation is assessed to understand why the applicant is seeking the training and to identify genuinely motivated students.

Study Readiness is evaluated to determine the applicant's ability to succeed in vocational education.

Work-Life Readiness is assessed to evaluate the applicant's suitability for the field and their general working-life skills.

Hyria's language of instruction is Finnish. Applicants must have language skills that meet the requirements of the field. If the applicant's native language is not Finnish, their language proficiency must be demonstrated through a language test or an equivalent certificate.

Language Test

The required language proficiency level for the field in question is **B1.1**.

You will receive an invitation to a face-to-face interview where your language skills will be tested in case you cannot demonstrate the skills with one of the following:

- YKI certificate with a score of 3
- National Certificate of Language Proficiency (Valtionhallinnon kielitutkinto) with the grade *Good*
- A TUVa or integration training (KOTO) language certificate less than 3 months old, showing proficiency level B1.1
- Finnish basic education certificate with S2 studies graded at least 8
- Finnish-language upper secondary school diploma
- A vocational qualification completed in Finnish

Send the certificates proving your language skills online. Go to hyria.fi/yrityksille/yritystietoja. You will find instructions under the heading **Sending secure email**. Send the attachments via secure email to **hakemusliitteet@hyria.fi**. Do not use regular email.

You will then receive an email informing you whether your certificates are sufficient to prove your language skills or whether you must take the language test.

If sending secure email is not successful, contact **hakijanpalvelut@hyria.fi,** tel. **020 690 159** .

Language tests are held every month on the Wednesday of odd-numbered weeks from 14:00 to 16:15. The location will be provided in the invitation.

Koulutuksen rakenne

The aim of the training is to complete one unit of the Vocational Qualification in Tourism: Tourism Customer Service, 40 ects

You will learn to serve customers in a variety of tourism industry settings, use digital tools and systems, promote and sell services, and communicate effectively in both Finnish and English. The programme strengthens your customer service, communication, and workplace skills.

Oppisopimus

The qualification can also be completed as an apprenticeship. The requirement for an apprenticeship is an employment relationship or full-time self-employment. Full-time means an employment relationship of at least 25 hours per week or equivalent self-employment.

Studying takes place mainly at your own workplace or in your own company through practical work tasks. In addition, you will have theory days at Hyria, either on campus or online. You can apply to study a full qualification or one or more parts of the qualification through an apprenticeship. You can also complete an apprenticeship during your summer job in the field, which can help you progress faster in your studies.

Apprenticeship training is free of charge for students.

Peruutusehdot

We will inform applicants personally about receiving a study place. A cancellation can be made no later than 14 days after receiving the notification of admission. If the training begins within this period, the right to cancel ends when the training starts. Cancellation must be submitted by email to **hakijanpalvelut@hyria.fi**.

For fee-based trainings, we will charge the full student fee if the admitted student does not attend and has not submitted a cancellation notice. The student fee will not be refunded if the student discontinues the training.

The cancellation terms do not apply to apprenticeship students.

The educational institution reserves the right to modify the content of the training, reschedule it, or cancel the training.

Lisätietoja koulutuksesta

Lisätietoja saat Opetushallituksen ePerusteet -palvelusta:

- Matkailualan perustutkinnon perusteet

Lisätietoja:

Hakijan palvelut
Puhelinnumero
020 690 159
Sähköposti
hakijanpalvelut@hyria.fi

- Ota yhteyttä
- Lue lisää

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Ala
Koulutus- ja valmennuspalvelut » **Matkailuala**

- Ota yhteyttä