

**GOOD  
THINGS  
ARE  
COMING.**

The guide for your first semester at  
SHL Schweizerische Hotelfachschule Luzern



## START YOUR ADVENTURE

Welcome to the SHL family! A new phase of your life is just about to start, and you will be immersed in an exciting new world. Your time at SHL will be interesting, rigorous, but also beautiful - and, as experience has proven, it will pass by far too quickly.

What happens between now and the start of your studies, what awaits you on your first day at school and what does SHL student life offer in general? You can find the answers to these and many other questions in this guide we have prepared for you.

But your life in Lucerne should consist of so much more than learning! If all you know about Lucerne is the Chapel Bridge, the Water Tower, the Musegg Wall and the KKL Lucerne, you only perceive a part of the city of lights. We help you experience the «real» Lucerne.

We accompany you during your entire study path. This booklet is a first step towards your goal.

Here's to a successful and enriching time!

Kind regards



Christa Augsburger  
Director



Timo Albiez  
Deputy Director

### Imprint

A publication of SHL Schweizerische Hotelfachschule Luzern

Issue: 2024

Version: 2.0

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## 01 LET'S GO...

### USE THE WAITING TIME WISELY

Are you twiddling your thumbs until the semester starts? There is no need! Here are our tips on how you can make good use of the time until the first day of school:

#### Language skills open doors

Being able to speak in another language makes you more fascinating on the (international) job market. And remember: for admission into semester 6, submit proof up to 3 months before the start of the semester, of a second foreign language (in addition to German and English) at level A2 by means of a recognised language diploma or SHL internal language test. By the way, students with a mother tongue other than German or English may submit an application to the directorate for recognition of their language competence.

- › [On the intranet you will find information on our language modules and tests.](#)

#### Gain work experience

Work experience is the most important criterion for most companies when selecting employees. So, use the free time to polish up your CV and gain experience in an area of the hospitality industry.

#### Discover your dream internship

It is by no means obligatory that you look for an internship before you start your studies, but you might feel like looking around on the job market already now.

- › [Here are our tips on how to get your dream internship!](#)

### Start to build your network

On LinkedIn you can find the right job or internship, establish and strengthen professional relationships and get in touch with other students but also alumni in an uncomplicated way. We are happy to show you...

- › [...how to set up your profile correctly, link it to the SHL and start connecting.](#)



#### MORE TIPS:

- Create your CV before you start SHL. You only have 20 weeks on campus before your first internship.
- LinkedIn is not only a networking platform, but also a job platform. Therefore, make sure that your profile is complete and that you indicate which kind of jobs interest you.

## WHAT ELSE IS THERE TO ORGANISE?

### What you should do before the semester starts:

- From now on, we will send all correspondence to your SHL e-mail address. It is therefore important that you either check this account regularly in the web mail or install the e-mail address on your end device. The instructions are explained on page 35.
- Don't miss any news! Discover our [intranet](#).
- Do you already have a suit? If not, then take a look at the dress code on page 24 and go shopping. Have fun!
- Organise your trip - and start packing (look at the packing list on page 12)! We look forward to greeting you at the Welcome Day that will start around midday on the Sunday before the semester starts. The details of the Welcome Day programme will be sent by e-mail closer to the start of the semester. Should you be unable to attend, please inform us on [info@shl.ch](mailto:info@shl.ch).

### New to Switzerland?

Going abroad to study is a big step. Here are a few tips to help you quickly feel at home in Lucerne:

#### VISA

Are you a Swiss citizen, a current resident of Switzerland with a valid residential permit, or a citizen of a country in the European Union (EU) or from a European Free Trade Association (EFTA) member state?

Yes → You don't need a visa.

No → You must apply for a student visa to enter Switzerland.

The visa process can take up to three months to complete. To help with your application, we provide you with guidelines and the «Visa type D» form. You will need to submit the form and specific documents to the Swiss Embassy in your country of residence to start the application process. Go to the [Swiss Federal website](#) to find all information about visas.

### Residence permit

Students from abroad need a residence permit. We will take care of this - you can sit back and wait for us to contact you about it.

### Health insurance

Health insurance is compulsory in Switzerland. All students not in possession of a recognised Swiss health insurance policy will be requested to take the health, accident and liability insurance offered via our partner SWICA, and billed as per our official price list for international students. Should you require further information about this, please contact our Administration Office on [info@shl.ch](mailto:info@shl.ch).

### Bank account

As soon as you obtain your residence permit, we suggest that you open a bank account in Switzerland, as you will need it at the latest when you start your first internship here. For students there are special options available with minimal or no account fees, for example:

- [UBS key4 banking](#)
- [Post Finance SmartStudents](#)
- [Bank Cler](#) (Website in German, French and Italian)



### Mobile Plan

When choosing your mobile service provider, keep in mind:

- Unlimited 4G is useful when travelling around Switzerland and keeping in touch with your family (overseas).
- Prepaid plans are normally valid for 30 calendar days and renew automatically after 30 days. Subscriptions usually last a minimum of one year and a fee of 300 CHF is charged in the case of early change/cancellation.
- There is the possibility to purchase a SIM card separately, so you don't have to buy a new phone.

The most common providers are:

- > [Swisscom](#)
- > [Sunrise](#)
- > [Salt](#)
- > [Wingo](#) (Website in German, French and Italian)
- > [M-Budget Mobile](#) (Website in German, French and Italian)

### Apps

Here are some useful apps that you can download on your phone:



**WhatsApp:** a messaging app, most popular in Switzerland for free texts and calls.



**Twint:** Switzerland's digital cash app. Links to phone number and bank account or pre-pay.



**Currency:** Exchange rates between different currencies.



## PACKING LIST

The start of the semester is approaching, and you don't know exactly what to pack? Don't worry - our packing list makes the job run smoothly.

### Business clothing

(See dress code page 24 for more details)

- 1-2 suits\*
- 5-10 shirts, blouses or business shirts
- Stockings and socks
- Business shoes

### Workwear Semester 1

- Black leather shoes (without adornments) with a heel (min. 1 cm)
- Service wallet with a personal stock (approx. CHF 200)

### Sports and Leisure Clothing

At SHL, lessons can also take place outside the classroom - in all weather. Therefore:

- Casual wear: jeans, T-shirt, jumper, shoes, etc.
- Sportswear and sport shoes
- Outdoor clothing: warm and weather-resistant clothing
- Non-slip shoes, umbrella
- Party/nightlife outfit
- Pyjamas
- Slippers or loafers

### Electronics

- Personal laptop
- Charging devices
- Adapter

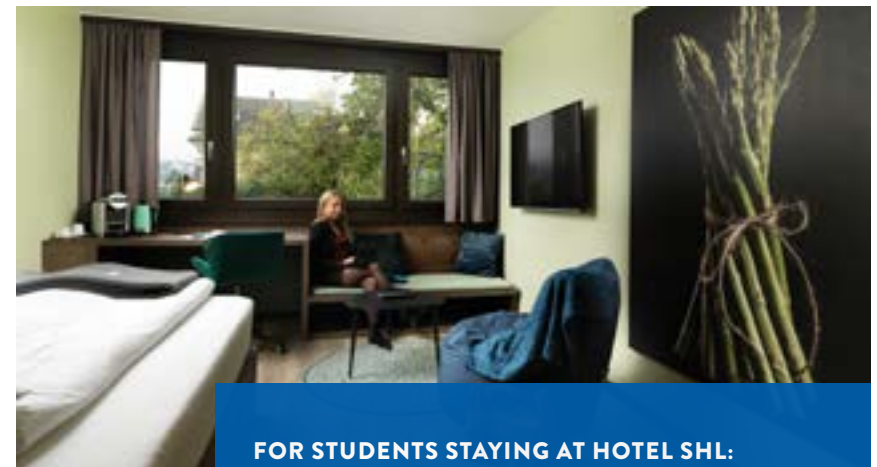
\* Remember: In semester 1 Gastronomy you will also receive professional uniforms. You can find more information on this in the Dress Code section.

### Cosmetics and health

- Toothbrush and toothpaste
- Shampoo, shower gel etc.
- Make-up etc.
- Hairbrush
- Personal medicines
- (Electronic) shaver / hairdryer / hair appliances
- Shower towel and flannel

### School material

- Backpack or bag
- Writing material (pens, highlighter, pad or notebook etc.)



### FOR STUDENTS STAYING AT HOTEL SHL:

We provide you with towels, bed linen, ironing station and - depending on the room category - also a hairdryer.



## FIRST DAY OF SCHOOL

To ease your nerves before your first day at school, we reveal what to expect on this special day<sup>1</sup>:

7:00 – 10:45	<b>Welcome coffee</b> - in the Club (4th floor) <b>Who is who?</b> - SHL staff introduce themselves <b>Dress to impress</b> - uniform fitting <b>Gettin' Schooled</b> - a tour of the campus
10:45 – 11:25	<b>Lunch Time</b>
13:00 – 17:00	<b>Various instructions and lessons</b>
17:30	<b>Dinner</b>

Are you wondering who will welcome you on your first day at school? You can find all SHL staff and lecturers on our [website](#).

### Any other questions?

If questions arise before the first day of school that have not yet been clarified here, we will be happy to answer them individually, by phone or e-mail. Please contact our administration team or your SHL study advisor.



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## EMERGENCY PHONE NUMBERS

The number 112 connects you with the Emergency Call Centre, accessible even with a foreign SIM card or a prepaid card with no credit left. Other numbers to call first in an emergency:

Emergencies	112 (Emergency Call Centre)
	117 (Police)
	118 (Fire Brigade)
	144 (Ambulance)

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In-house Medical Assistant	+41 41 417 33 44
available from 06:00 - 18:00	

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SHL Emergency Number <sup>2</sup>	+41 41 417 33 77
available 24/7	

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<sup>1</sup> Times may change. Detailed semester start information will be emailed approximately two weeks before classes begin. Timetables will be provided on the first day of school.

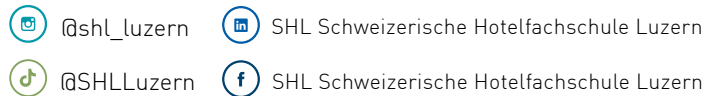
<sup>2</sup> Please use this number only in the event of an emergency. Fees may incur in case of misuse.



## 02 STUDENT LIFE

### JOIN OUR COMMUNITY

Follow us on social media. This will give you a first insight into student life at SHL.



### EXTRACURRICULAR ACTIVITIES

Extracurricular activities give you the opportunity to explore interests, develop skills and make friends. Participation can also help you develop confidence and leadership skills - and can be a booster for your CV!

What opportunities are there at SHL to get involved? The following are just a few of the many opportunities - there is something for everyone:

#### The goal-getters

Students looking for an additional challenge have the opportunity to participate in various international competitions - such as the European Mise en Place Cup or the UNWTO Students League Switzerland competition.

#### The campaign makers

SHL students can apply to become members of the HSMIAI Student Council, an initiative supported by hospitality students from all over Europe that puts the needs of students at the heart of its work.

#### The ambassadors

In this function, students are official representatives of SHL. Depending on your interest and time availability, you can participate in a variety of SHL marketing activities.

#### The event planners

SHL students can join the organisation team of the student society «der Kiosk» and organise and run events within this framework that meet the needs and interests of the student body. Are you hungry for more? Then read the interview with founder Dominic on the next page.



## DER KIOSK

INTERVIEW WITH DOMINIC MONTANI, FOUNDING FATHER



In 2015, SHL students Dominic Montani, Julius Ulrich, Tim Wetli and Livio Räber organised the first event for their fellow students on the terrace of Hotel SHL. This gave rise to the student society «der Kiosk». Even today - after the graduation of their founders - the Kiosk continues to be run by active students.

### **Dominic, why don't you tell us how the Kiosk community started?**

The Kiosk came about when we joined a completely new mixed class in semester 4 and didn't know anyone. We therefore de-

ecided to organise a small aperitif for our classmates on the terrace of Hotel SHL. During the first event, we hosted 12 fellow students, and during the fourth we hosted around 100 with students present from all classes. To inform students about events, we created a closed Facebook group. Much later, this group also developed into a kind of job exchange for former and current students. However, the group is primarily intended to provide a platform where active and former students can exchange information.

### **How did the name «Kiosk» come about?**

Quite spontaneously. The room «607» in Hotel SHL has a direct window onto the terrace. We set up the bar there and it looked like a kiosk from the outside.

### **Did you have a clear goal from the beginning that you wanted to achieve with the Kiosk - if so, what was it?**

We didn't have a clear goal in that sense, except to meet new people in a relaxed atmosphere. The rest just happened gradually.


### **What activities were on the kiosk calendar at the beginning?**


At the start, we only organised aperitifs on the terrace, i.e. internal events. Later, we also planned some external events. For example, during the off-season we used the businesses of other SHL students for these get-togethers. However, as soon as we became alumni ourselves, it became more and more difficult to organise such events. Therefore, we decided to hand over the «grail» - i.e. our small kiosk register - to the next generation and let them continue under their own management.

### **What else should we definitely know about the Kiosk?**

The Kiosk basically lives on the initiative of the students who are present at SHL. Accordingly, the Kiosk does not belong to anyone and is not rigid in its conception. It belongs to everyone who likes to get to know people and is willing to give a little of their time to it.

Would you like to support the organisation of the Kiosk events? Then get in touch with the organisation team via social media:

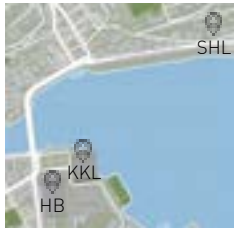
 Der Kiosk

 @607\_kiosk

## 03 CAMPUS GUIDE

### SHL CAMPUS

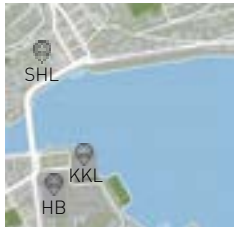
#### Locations & Access Hours



#### Lakeview Campus

Adligenswilerstrasse 22  
6006 Lucerne

Mon - Thu 06:00 – 21:00  
Fri 06:00 – 18:00  
Sat - Sun 08:00 - 18:00



#### City Campus

Hertensteinstrasse 9  
6002 Lucerne

Mon - Fri 06:00 - 18:00  
Sat - Sun closed

#### Access system

Your student card, which you receive during the first week of school, gives you access to the SHL premises. The card must be reactivated every five days at one of the main entrance doors.

Please report the loss or theft of your card immediately to the school administration. You can obtain a new card from the administration for CHF 50.

#### Wardrobes & lockers

Lockers are available at the Lakeview Campus. You can ask for a key at the administration.

Wardrobes are also available at Lakeview Campus. These are located on the 8th floor.

### HOTEL SHL

Right next to the SHL Lakeview Campus is Hotel SHL, where around 80 students stay during the semesters. Hotel SHL reflects a true hotel experience, with different room categories to choose from. In addition to the modern, spacious rooms, Hotel SHL offers a common room with a fully equipped kitchen and a large roof terrace to relax and enjoy.

Together with your registration, you are allocated a room at Hotel SHL, if desired and depending on capacity. If Hotel SHL is fully booked, we will help you find alternative accommodation.<sup>4</sup>

#### Living off campus?

Would you prefer to live off campus? In that case, you are sure to find a temporary home on the following portals:

- > [wgzimmer.ch](https://www.wgzimmer.ch)
- > [stuwo.ch](https://www.stuwo.ch)
- > [studentroom.ch](https://www.studentroom.ch)



<sup>4</sup> Important: From semester 5 onwards, you will have to book your room at Hotel SHL yourself via our website.

## F&B OFFER

### Restaurant Salt & Pepper

The restaurant Salt & Pepper is located on the 9th floor and is our main restaurant, offering daily menus and an à la carte section. The food is prepared and served by SHL students.

#### Opening Hours\*:

Breakfast		Mon - Fri, 07:00 - 08:00
Lunch	Brigade Lunch:	Mon - Fri, 10:45 - 11:20
	Lunch Service:	Mon - Fri, 11:30 - 13:30
Dinner		Mon - Thu, 17:30 - 18:30



### Caffè Milano

Caffè Milano on the 7th floor is the coffee bar where you can enjoy coffee specialities as you watch the art of coffee making.

#### Opening Hours\*:

Mon-Fri, 07:00 - 10:45 and 11:30 - 16:00

### The Club

The Club is located on the 10th floor with a breathtaking view of the city, Lake Lucerne and Mount Pilatus. In the morning, the Club offers a business breakfast consisting of coffee, tea, juices, fruit and a selection of bread. For the rest of the day, this is the place to enjoy a refreshment during the breaks or a drink with your friends after class.

#### Opening Hours\*:

Mon-Fri, 07:00 - 17:30

Business Breakfast: Mon-Fri, 07:00 - 08:30



\* Subject to change. Outlets are closed on public holidays and other school holidays.

## DRESS CODE ON CAMPUS



### Women

- blazer
- smart blouse or plain business top
- long suit trousers, skirt or dress (at least knee length)
- hosiery / socks, well-groomed and closed business shoes

### Unacceptable women's attire:

- low neckline, thin shoulder straps or bare shoulders
- cropped or backless tops
- shorts, hot pants or mini skirts
- clothing that is too tight or transparent
- sweatshirts, hooded tops, turtlenecks etc.
- open shoes (sandals, flip-flops, peep-toes etc.), sports shoes, boots or espadrilles

### Men

- blazer
- ironed shirt
- long suit trousers
- socks, closed and neat business shoes

### Unacceptable men's attire:

- unkempt beard
- ties with eye-catching or flamboyant patterns
- more than 1 shirt button open
- sweatshirts, hooded tops, turtlenecks etc.
- above ankle trousers and shorts
- short ankle socks, tennis socks
- sports shoes, open shoes, espadrilles

### Professional uniforms in semester 1

In semester 1, you will also receive the SHL professional uniforms (kitchen department: chef uniform consisting of two chef trousers, three chef jackets and chef shoes | service department: suit consisting of a blazer, two suit trousers and five shirts). The fitting for the uniform takes place on the 1st school day.



## SERVICES FOR STUDENTS

### School administration

Would you like to postpone a semester, do you have a question about studying at SHL or do you need a plaster, a doctor's appointment or a copy of a bill? For all these and other concerns, the administration is the right place for you. Mr. Urs Birbaumer and his team can help you in practically any situation. The school administration is located on the 10th floor and is open from 07:30 - 12:00 and from 14:00 - 17:30.

info@shl.ch  
+41 41 417 33 33

### Postal service

You can buy stamps at the school administration - and we also will be happy to send your post for you. We distribute incoming mail in the class pigeon holes, which are located opposite the school administration.

Your SHL postal address is as follows:

SHL Schweizerische Hotelfachschule Luzern  
Name, first name  
Adligenswilerstrasse 22  
CH - 6006 Lucerne

### Time for you

The daily school day at SHL comprises of a heavy workload of learning, concentration and attention. It is therefore particularly important that you create a balance to your school day with some free time - because switching off is essential. We support you in this: with the «Time for You» project. The «Time for You» programme, such as yoga

or mental training, is free of charge for SHL students. We publish what is going on via the SHL Student Services platform on MS Teams [explanation «Student Services»: page 38].

### Consulting

Whether you need study and career advice, application coaching, a CV check, IT advice or psychological counselling, you will find the right contact details on the SHL Student Services platform on MS Teams [explanation of «Student Services»: page 38].



## OFFERS FOR STUDENTS

By the way, on Student Services you will find all special offers and events available to our students.

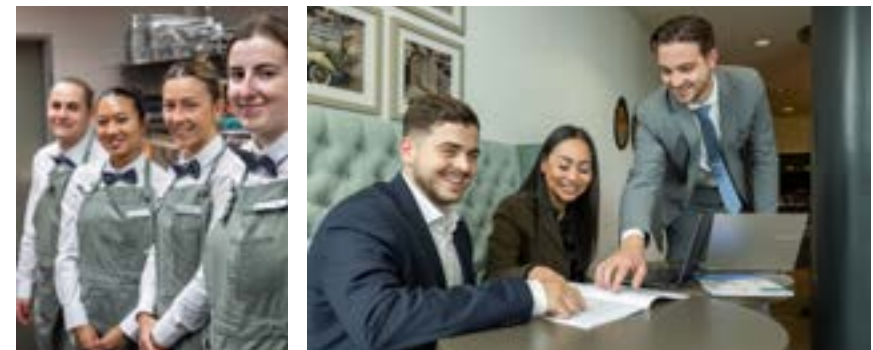
**Dry cleaning**

Laundry made easy. You can pay for the cleaning of your suits and shirts at the Club and hang these garments on the clothes rail in the lift room behind the Salt & Pepper restaurant - the Club staff will show you the way (don't forget to attach the payment receipt - labelled with your first and last name - to the hanger). Our partner company Bründler Textilreinigung collects your laundry on Monday, Wednesday and Friday in the morning. We recommend that you hand in your clothes the day before, as they are collected early in the morning.

You will find the returns on the 8th floor near the cloakrooms (approx. seven days later).

Article	Price	
Suit	CHF	21
Suit trousers	CHF	10
Jacket	CHF	11
Dress	CHF	18
Skirt	CHF	11
Shirt / Blouse	CHF	4

Those students staying at Hotel SHL also have the possibility to do their own laundry. The laundry room is located on the 2nd floor.





## 04 NEW CITY, NEW HAPPINESS

### ABOUT SWITZERLAND

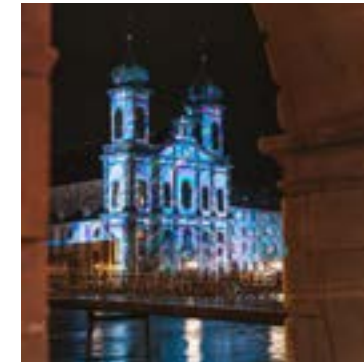
Crystal-clear lakes, imposing peaks, picturesque villages and cities: Switzerland has much to offer and there is much to discover. The rather small country is located in the very heart of Europe, a vibrant destination with stunning diversity: 4 national languages, diverse culture and mentality, religion, food and much more. Switzerland borders Germany, Austria, Italy and France. Switzerland is famous for its high mountains, beautiful lakes, watches, jewellery, pharmaceuticals, efficient transport system, good cheese, fabulous chocolate and much more. City lovers are dazzled by Switzerland's cosmopolitan cities such as Zurich, Basel, and Geneva.

Trains from Lucerne main train station:

- › Zurich - 41 min
- › Basel - 1 h 2 min
- › Geneva - 2 h 53 min
- › Milan - 2 h 59 min
- › Paris - 4 h 48 min
- › Amsterdam - 8 h 5 min

### ABOUT LUCERNE

Lucerne has so much more to offer than just the Chapel Bridge, the Museum of Transport and a picturesque cityscape. Make sure you also use your study time in Lucerne to discover this charming tourist and cultural city. Follow Lucerne Tourism and myschweizerland.com on social media... and get inspiration and tips for Lake Lucerne Region - from gastronomy tips to excursion suggestions and cultural highlights.



@myschweizerland



@ilove\_lucerne

## GETTING AROUND

### Cars

You may drive with a foreign licence for 12 months. After that, you are required to have a Swiss licence. The procedures vary depending on which country issued the foreign licence. You find more information [here](#).

Be aware that applications can take time to process so don't leave it to the last minute.

### Parking

Students can also park their car in the nearby Casino-Palace car park. SHL students receive special conditions here: 24 hours around the clock from Monday to Sunday for CHF 200 / month (limited availability).

You can apply for the parking card by e-mail to [parkhaus@grandcasinoluzern.ch](mailto:parkhaus@grandcasinoluzern.ch) or by telephone +41 41 418 58 90.

### Public Transportation

The public transportation system in Switzerland is very reliable and extensive. You can explore beautiful Switzerland by public transport without any problem.

### GA Travelcard

With the [GA Travelcard](#) for 1st or 2nd class you are always ready to travel. You can enjoy unlimited travel on SBB trains and those of most other railways, as well as on much of the public transport in Switzerland.

### Half-fare travelcard

With the [half-fare travelcard](#), you can travel for half price on all SBB routes and most other railways as well as on boats, postbuses and trams. With the half-fare travelcard you can also take advantage of discounts on urban transport as well as attractive additional services and discounts.

### GA Night

...and with the «[GA Night](#)» you enjoy (until your 25th birthday) unlimited and free travel from 19:00 on SBB trains and on most other railways, as well as on many public transport services in Switzerland.

### Bike

Discover Lucerne from a completely new perspective. In addition, the city of Lucerne is very attractive for cyclists, as there are special cycle paths or lanes in many places. Would you like to discover Lucerne by bike? Then use the bike rental system «[nextbike](#)». Rentals of up to 30 minutes are free of charge for the population of the city of Lucerne.

### Transportation Apps



**SBB:** Find all train, bus, tram and boat timetables here. You can also buy tickets directly in the app.

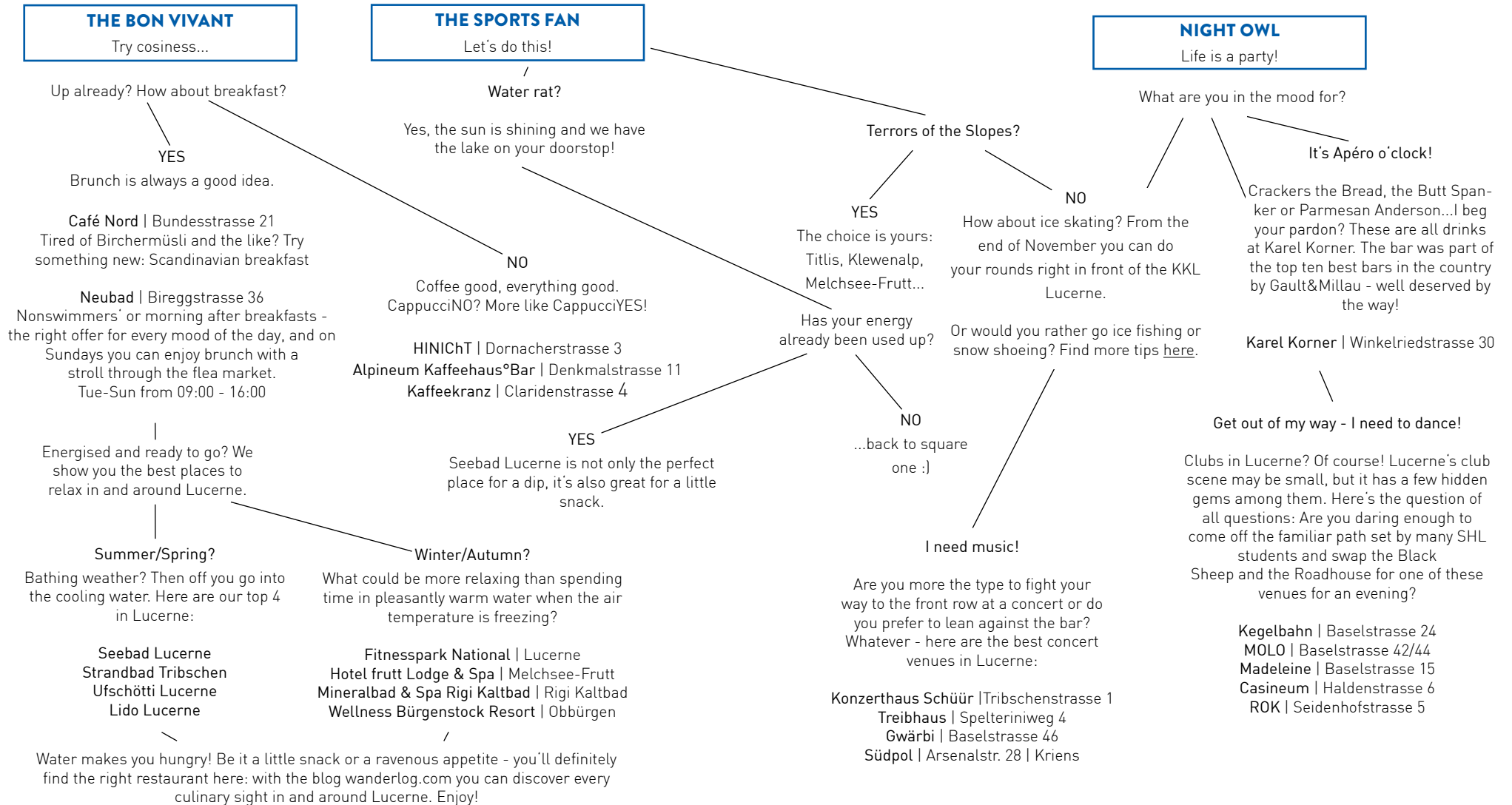


**Nextbike:** Rent a temporary bike quickly and easily.



**Uber:** Ride hailing services that are less expensive than taxis.

**OUR VERY PERSONAL TIPS**



## 05 IT MANUAL

### YOUR LOGIN DETAILS

We have sent you the access data for your SHL email address and Microsoft Office 365 by email together with this Welcome Booklet. Please keep this data in a safe place.



### BRING YOUR OWN DEVICE

Our students work with a personal laptop, which can be connected to the SHL network via WLAN. In the classrooms and workrooms, the laptop can be used to access the Internet and the various IT infrastructure services (e-mail, printing, data storage, etc.).

SHL recommends considering the following points when purchasing a unit:

#### Prerequisite operating systems

- Windows: 10 or newer
- Mac: OS X 13 or newer
- For better use of online meetings, it is recommended to use a laptop with a dual-core processor and 8.0 GB RAM (or higher).

### SHL E-MAIL ADDRESS

From now on, you will receive all communication from SHL via your e-mail address. It is therefore important that you either check this account regularly in the web mail or install the e-mail address on your end device.

› [Click here to go to the webmail.](#)

Instructions for setting up the SHL e-mail address on your mobile device:

- › [Click here for instructions on setting up e-mails in the iOS e-mail app.](#)
- › [Click here for instructions on setting up e-mails in the Android e-mail app.](#)

#### arcade SpamCleaner

The arcade SpamCleaner monitors your mailbox and parks e-mails from unauthenticated users. You will receive an overview by e-mail from time to time. Would you like to have an e-mail delivered after all? No problem! [Log in to the spam quarantine box](#) and select yourself which users you want to authenticate.

Enter your SHL e-mail address in the user name field and then click on «Request new password». Your password will then be sent to you by e-mail.

## **MICROSOFT OFFICE 365**

Students at SHL have access to the Microsoft Office 365 software package free of charge. Until you start your studies, you have access to the online version, and from your first day at school, you also have access to the desktop version. With the desktop version, you then also have the option of installing the Microsoft products (Word, Excel, PowerPoint, etc.) on your end devices.

› [Click here to go to the online portal.](#)

## **SHL INTRANET**

The SHL Campus and SHL Student Services include all the information and services that make studying easier and more varied for our students outside the classroom. The opportunity to exchange information across semesters, the event calendar, exciting jobs, great special offers, informative explanatory videos, links to absence requests or table reservations - all this and much more is available to our students after logging in to the intranet.

› [Here you will find some help on how to use the SHL Intranet.](#)

## **IT SERVICES**

You can contact Bozidar Prskalo, Head of ICT, should you have any questions about connectivity, e-mail or Microsoft Office.

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