

Lucerne University of  
Applied Sciences and Arts

# HOCHSCHULE LUZERN

Business

Information for students  
and members of staff



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[www.hslu.ch/wirtschaft](http://www.hslu.ch/wirtschaft)

## Welcome

Dear students

Dear members of staff

In the months and years that lie ahead you will be spending a good part of your time at Lucerne School of Business, be it as part of your professional development or in connection with a job you hold at the University.

This means you will also be relying on the full range of services we provide, such as Facility Services, the University Office, the Library and the Service Pool.

This brochure introduces you to these services and to the individuals who administer them. It is intended as an aid that will enable you to direct your questions and concerns to the right office.

All members of our staff are committed to meeting your needs as fully as possible. We are pleased to be playing a part in making you feel at home at Lucerne School of Business.



Denise Schindler  
Head of Services

### Facility Services

Office 3.07 A+B

T + 41 41 228 41 15, internal no. 115  
(hotline) hausdienst.wirtschaft@hslu.ch

### Opening hours

Mon – Fri 06:30 – 18:30  
(reduced hours during holidays)

### Services for students and staff

- Office materials administration
- Internal mail distribution
- Room administration, repair and maintenance work
- First aid/security
- Key administration
- Support for visual aids
- Copying, waste disposal

### University Office

Reception

T +41 41 228 41 11, internal no. 111  
information.wirtschaft@hslu.ch

### Opening hours

Mon – Fri 08:00 – 12:00  
and 13:30 – 17:00  
(reduced hours during holidays)

### Services for students and staff

- General information on the school's programme
- Telephone exchange
- Administration of lockers
- Administration of the university ID card/  
Hochschule Luzern-Card
- Information posted at the entrance
- Lost and found
- In-house pharmacy
- Cash box: refunds for members of staff
- Acceptance of packages



Gusti Locher  
(Manager)



Beat Corradini



Urs Gämperle



Barbara Stettler



Anita Weingartner



Vital Künzler



Sepp Schönenberg



Cornelia Zeder  
(Student)

**Service Pool**

Office 3.31

T +41 41 228 41 06, internal no. 106  
servicepool@hslu.ch

**Opening hours**

Mon/Thu 07:30 – 12:00  
and 13:00 – 15:00  
Fri 07:30 – 11:00

**Services for members of staff**

- Copying, stapling and hole-punching class materials
- Producing brochures
- Producing overhead transparencies
- Producing books with spiral binding
- Delivering materials to staff offices

**Lucerne Central and University Library**

Library 1.22

Lucerne School of Business

T +41 41 228 41 05, internal no. 105

bibliothek.wirtschaft@zhbluzern.ch

www.hslu.ch/bibliothek-wirtschaft

**Opening hours**

Mon – Fri 09:30 – 17:00

**Services for students and staff**

- Orientation for new users
- Lending of various media
- Lending services
- Research advice and support
- Acquiring and cataloguing media
- Cataloguing and archiving Bachelor work



Trudy Schilter



Sybille Studhalter



Patricia Düring  
(Manager)



Eleonora Schnyder



Sophie Sfar



Barbara Baumgartner

### Opening hours

During the semester, the building of Lucerne School of Business is open as follows:

Mon – Fri 07:30 – 21:15

Sat 07:30 – 16:15

The building is closed on Sundays and on cantonal and local holidays.

You must adhere to the business hours. The building must be left on time.

Secure rooms can be accessed only up to 15 minutes before the building closes. Staff members can use their school ID card to access rooms at any time.

Opening hours are reduced during holidays. Staff members and students will be informed well in advance about any such changes.

### House rules

Anyone leaving a room must ensure that all windows are closed and that all lights are switched off. The blackboards must be cleaned with a damp cloth or sponge at the end of each lesson. Tables and chairs must be returned to their original positions.

All equipment and facilities must be used with due care. Any person damaging school property will be held liable.

Food and beverages may be consumed only in the restaurant and in designated areas. All dishes and leftover food must be cleared when leaving the area.

All waste must be disposed of correctly; PET bottles must be placed in the recycling containers. Each class must appoint a person (room monitor) responsible for keeping the rooms in good order.

Two-wheeled vehicles can be parked in the garage on the lower level of the building. In front of the building, such vehicles may be parked only in designated areas.

### Fire alarm

In the event of a fire, a siren is activated. A continuous signal means that Facility Services or the rescue team will start to evacuate the building. For more information about the evacuation procedure, please refer to the safety instructions posted in all rooms of the school.

### Building services

The lighting in the hallways, corridors and toilets is regulated by a timer. In addition, motion sensors activate the lights as needed. Lighting in the classrooms and offices is regulated manually. All lights must be turned off when leaving the room. In direct sunlight, the blinds will lower; in strong wind, they will rise automatically. The blinds can also be activated manually in the classrooms with the switch near the cable conduit. In order to fully darken a room, it is recommended that the blinds over the light shafts from the hallway be lowered as well. The basement rooms, auditorium, cafeteria, and toilets are connected to a ventilation system. All other rooms are ventilated via the windows.

### Room designation

Each of the five levels of the building is named after an important trade route. Individual classrooms are named after the cities along these and room numbers. The rooms are numbered as follows:

The first digit designates the floor number. The second and third digits designate the room number.

Rooms with an even number are located on the east side of the building; those with an odd number are on the west side of the building. Rooms 2.50 to 2.59 and 3.50 to 3.59 are located to the north of the elevators.

### The university ID card

The university ID card governs staff and student access rights to the rooms and can be used for cashless transactions in the cafeteria and for the vending and copier. It also serves as a means of identification for students. Allowing another person to use the ID card is strictly forbidden. Lucerne School of Business accepts no liability if the card is misused or lost. Students will receive their individual ID cards (issued in class) subject to a deposit of CHF 50. Cardholders can upload cash (max. CHF 200) on to their cards at machines located in the main building (on the ground and fifth floors) and at Rösslimatte 48 (first floor). The card must be returned in good working order to the University Office when a student leaves the school / when a staff member's contract ends. The deposit and any remaining credit on the card will be reimbursed at that time. Cards that are not returned when a student leaves the school will be blocked and the deposit will not be refunded. The loss of the ID card must be reported immediately to the University Office, which will issue a new card subject to the usual deposit in three to four days. The deposit will not be refunded if the card is defective or cannot be read electronically. Any remaining credit on a card that is lost will not be reimbursed.

### **Cleaning**

Classrooms are cleaned from Monday to Saturday between 05:00 and 07:00 in the morning. Offices are cleaned once a week. Facility Services must be informed if poor sanitary conditions are noticed.

### **Lost and found**

Students must take all their personal effects with them at the end of a class or when changing rooms. Lucerne School of Business accepts no liability for lost items or items left in rooms. The cleaning staff will remove any disposable items such as photocopies, documents, diskettes, etc., Items such as clothing, books, calculators, etc. will be taken to the University Office.

### **Parking spaces**

Lucerne School of Business does not have its own parking spaces. The nearest parking facilities are located in front of the railway station.

The lower level of the building at Zentralstrasse 9 has spaces students can use for parking two-wheeled vehicles. Students and staff members who would like to use these can request that the necessary access rights be loaded electronically onto their ID cards.

### **Disposal**

- Paper: in the classrooms and at the copiers = blue box; 1st to 4th floors at the south elevators = brown containers
- Cardboard: 1st to 4th floors black container at the south elevators
- DVDs/diskettes and used copy slides in room 3.07a
- PET: 1st to 4th floors in the corridors, the Mensa (restaurant), on the terrace and in the interval zones

### Copier

Lucerne School of Business is well equipped with copier placed at the following locations:

- Zentralstrasse 9: in the corridors on each floor (colour copier 3rd floor south, 1st floor north, Student Walk-in)
- Rösslimatte 48: in the corridors on each floor
- Student Walk-in in the inner courtyard at Frankenstrasse 7a

General-access copier can be used only with an ID card. Members of staff can use the machines with their ID card and by entering the cost centre. Students are charged CHF 0.10 per black & white copy, (CHF 0.50 per colour copy on the machine on the third floor), with the ID card used as a debit card. Students as well as external staff who do not have their own ID card can obtain a card from the University Office for a deposit of CHF 50. The card can then be used for purchasing items in the restaurant and for the copy or vending machines.

All copier have white paper in the main tray. Paper in different colours is also available. Any special paper that is used must be removed when the copying cycle has finished. Only materials obtained from the University Office may be used in the copier when making overhead transparencies. In the event of a malfunction, Facility Services will be able to assist (Please follow the instructions on the machines).

### Workspace for independent study

The Student Walk-in at the inner courtyard at Frankenstrasse 7a is available for students wishing to work independently.

### Meeting rooms for groups

At Zentralstrasse 9:

Rooms 1.07, 1.27, 2.01, 2.03, 2.05, 2.37, 2.39, 2.41, 3.01, 3.03, 3.35, 3.37, 3.39, 4.33

At Rösslimatte 48:

Rooms E.01, E.02, E.03, E.04.

These rooms are designed for small classes and meetings. They can also be used for group work when not in use.

### Classrooms

Students may use any of the rooms at Lucerne School of Business that have not been specifically reserved using the reservation system. Otherwise, students have no right to use a teaching room or a meeting room for groups.

If so required by Lucerne School of Business, these rooms must be vacated immediately.

Students must not use notices, ect., to reserve teaching rooms.

### WLAN

All rooms at Zentralstrasse 9 (with the exception of the terrace on the fifth floor) and Rösslimatte 48 are equipped with WLAN.

### **Career Service Corner**

The Career Service Corner is located on the mezzanine and provides important information for making the transition into professional life. Besides job ads and information about events, it also has a PC terminal for accessing the Lucerne School of Business Careers Service platform. [www.hslu.ch/w-careers-service](http://www.hslu.ch/w-careers-service)

### **Notice boards**

On the third floor, each class of the foundation course has a labelled box for internal messages.

On the first to third and fifth floor, information about the current schedule, room allocations, lesson times, and the restaurant menu are posted on electronic screens.

The screens on the ground and the fifth floor and the screen next to the elevators display details of room allocations for external staff, information on events and important notices.

Information about training programmes, courses, events and other offers is posted on the notice boards.

### **Lockers**

Students may keep their personal effects in a locker. Keys for lockers may be obtained from the University Office or the secretariat of the Institute of Tourism at Rösslimatte for a CHF 50 deposit. Lucerne Business School accepts no liability for items stored in lockers. Lending the key to a locker to another person is not permitted. Each student may only request one locker. The loss of a locker key must be reported immediately to the information and advice office. The deposit on a lost key will not be refunded.

### Restaurant and cafeteria

The restaurant and cafeteria are open to all members of staff and to all students of Lucerne School of Business. The following opening hours apply during the semester:

#### Mon – Thurs

Restaurant 08:30 – 16:00

Cafeteria 09:30 – 11:00

Lunch served 11:30 – 14:00

#### Friday

Restaurant 08:30 – 17:00

Cafeteria 09:30 – 11:00

Lunch served 11:30 – 14:00

#### Saturday

Restaurant 09:00 – 13:30

Cafeteria 09:00 – 10:30

Lunch served 11:30 – 13:00

The restaurant is closed during the official school holidays and on cantonal holidays.

It also has restricted opening hours on days when there are no classes. These are posted on its notice board on the ground floor and communicated internally.

The restaurant offers a daily special, a vegetarian menu, a weekly special, a salad buffet, sandwiches, freshly baked items, a variety of snacks and hot and cold drinks. Catering for special events (e.g. cocktail parties) must be ordered directly through the manager of the restaurant.



Benjamin Huber

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www.zfv.ch

### Refreshment areas

At Zentralstrasse 9: first – third floors, the restaurant. At Rösslimatte 48: ground, lobby, first and third floors. The refreshment areas and the restaurant (except at lunch) are available as well.

The vending machines in the refreshment areas serve hot and cold drinks as well as snacks.

Food and drinks may be consumed only in the restaurant and the refreshment areas.

### Smoking areas

Lucerne University of Applied Sciences and Arts does not permit smoking anywhere on its premises. However, smoking is permitted on the roof terrace at Zentralstrasse 9, outside the exits by the emergency stairs, and in the area on the ground floor behind the building at Rösslimatte 48.

### Table football

A table football is available to staff members and students in the mezzanine. It takes one-franc coins. The University Office will assist if there are any problems with the equipment.

### **Telephones, CallPilot**

The orientation folder contains instructions on the telephones and the CallPilot service.

### **Office materials**

Office materials can be ordered from Facility Services by using the form (see orientation folder). Materials are delivered via the internal mailboxes. In order to ensure correct billing, paper for printers must be ordered directly from Facility Services. Paper used in copier may not be used for office purposes.

### **Postal service**

The internal mailboxes are emptied and outgoing post is sent twice a day between 07:30 and 08:15, and between 15:30 and 16:30. Incoming post is then distributed to the mailboxes on the third floor. Outgoing post must be delivered to Facility Services by 16:00 at the latest. Facility Services must be given at least one day's advance notification of any bulk mailings (placed in crates). Post that requires special handling (in particular post to be sent abroad) must be labelled accordingly, initialled, and posted separately.

### **IT support**

Anyone experiencing problems or defects involving hardware or software can contact the IT department's hotline on T +41 41 349 39 99 or email [informatik-hotline@hslu.ch](mailto:informatik-hotline@hslu.ch). General IT questions can be directed to T +41 41 349 38 11, [informatik@hslu.ch](mailto:informatik@hslu.ch)

### **Room reservations**

All room reservations are entered in the in-house reservation system. The secretariat should be informed of any room bookings well in advance. Classes are notified in writing of any room changes made at short notice. *Use of a particular classroom is guaranteed only if a valid reservation has been made in advance.* External room reservations must be placed via T +41 41 228 99 28 or [raum.wirtschaft@hslu.ch](mailto:raum.wirtschaft@hslu.ch)

### **Quality management system**

All members of staff can view the important QM processes of the departments on the university intranet at: <https://qms.hslu.ch>. The relevant forms and prerequisites are linked directly with the QM processes. The navigation bar contains detailed user documentation on QMS.

### **Open-plan office for lecturers**

All lecturers who do not have their own workspace can use the open-plan office (room 1.01) on the first floor. The office has several PC workstations, as well as a colour printer, scanner, copier and other equipment.

In addition, lecturers can use the lockers for storing their materials.

Further details are specified in the terms of use, which can be obtained from the University Office.

### **Audio-visual teaching aids/teaching materials**

Classrooms are equipped with the following:

Auditorium:

1 overhead projector, 1 ceiling-mounted digital projector,  
1 DVD/video rack, 1 PC workstation and (in some cases) 1 DVD burner

Large classrooms: 2 overhead projectors, 1 ceiling-mounted digital projector, 1 DVD/video rack, 1 PC workstation

Meeting rooms at Zentralstrasse 9 (except room 1.07 and 1.27):

1 overhead projector, 1 ceiling-mounted digital projector, 1 TV/video rack, 1 tape player (recording/playback), 1 CD player

Terminal room:

1 overhead projector, 1 ceiling-mounted beamer and 36 desktop PCs

Meeting rooms at Rösslimatte 48:

1 overhead projector, 1 ceiling-mounted

digital projector, rack of audio-visual equipment

Rooms for communications work and rhetoric: 1 overhead projector, 1 video camera, 1 video/DVD player, 1 CD player, 1 tape player, 1 ceiling-mounted digital projector, 1 SMARTboard

Computer labs: 1 overhead projector, 1 ceiling-mounted digital projector

Additional equipment can be obtained from the storage rooms. All borrowed equipment must be returned at the end of the session. Reservations for equipment are entered directly in the lists in the storage rooms and must be recorded by the relevant secretariat in the resources planning application.

Audio-visual teaching aids:

- Widescreen TV with video, DVD
- TV with video, DVD player
- Video player with a copy unit
- Slide projector
- Portable video camera
- CD player, dictaphone
- External loudspeakers

The University Office has a number of notebook computers that can be borrowed. In addition, Facility Services has a number of portable digital projectors, a portable overhead projector, as well as an S-VHS-C video camera. Special teaching materials can be obtained from the University Office. Large orders of equipment must be placed with Facility Services by filling out an order form.

# Organisational chart

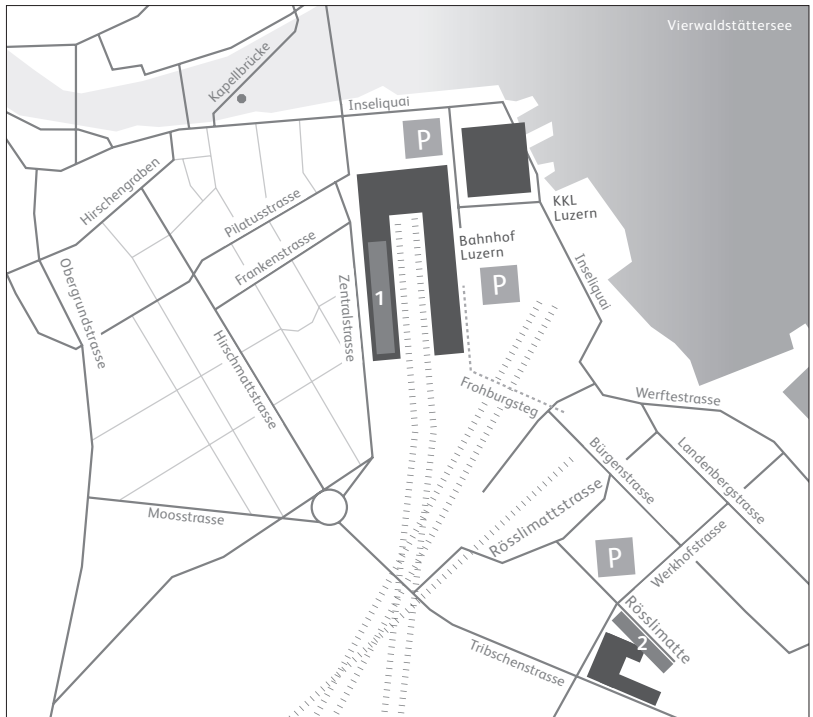
Lucerne University of Applied Sciences  
and Arts

School of Business

## Institutes

	Institute of Management and Regional Economics	Institute of Financial Services	Institute of Communication and Marketing	Institute of Tourism	Institute of Business Information Technology
Bachelor of Science	International Management & Economics Public Management & Economics	Controlling & Accounting Finance & Banking Real Estate Management	Communication & Marketing	Tourism & Mobility	Business Information Technology Management & Law
Master of Science	Business Administration, Major in Business Development & Promotion Business Administration, Major in Public and Non-profit Management	Banking & Finance		Business Administration, Major in Tourism	
Professional Development	Corporate Management Public Management & Economics	Controlling & Accounting Finance & Banking	Communication & Marketing	Tourism & Mobility	Business Information Technology
Research & Services	Consulting, expert opinions, planning, testing, assessments, benchmarks, workshops, etc.				

## Map



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**Lucerne University of Applied Sciences and Arts**

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## Contact

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