

# Information for students and members of staff

More information  
[www.hslu.ch/  
business](http://www.hslu.ch/business)



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## **Publishing credits**

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Information and contact  
[www.hslu.ch/business](http://www.hslu.ch/business)

## Dear students, dear members of staff

In the coming months and years you will be spending a good part of your time at the Lucerne School of Business, be it attending courses as a student or working as a member of staff. While at the School, you will no doubt be making use of the services we provide, such as Facility Services, the information and advice desk, the library and room management.

This brochure introduces you to these services for the Lucerne campus and to the individuals who administer them. It is intended as an aid for 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 the Lucerne School of Business.

We wish you a successful time here as a student or employee.



**Rachel Attenhofer**  
Head of Services and  
School Development

# Facility Management and Services

## Facility Services

Office 3.07 A + B  
T +41 41 228 41 15,  
internal 4115 (hotline)  
hd.bahnhof@hslu.ch

## Opening hours

Mon to Fri 7:00 – 6:30  
Sat 7:00 – 10.00  
(non-semester hours)

## Services for students and staff

- Office supplies management
- Internal mail distribution
- Room administration
- Repairs and maintenance
- First aid/security
- Office and classroom key administration
- Audiovisual equipment support
- Photocopying
- Waste disposal and recycling



Selina Bachmann



Beat Corradini



Mikael Hort



Sepp Schönenberg



Martin Willmann  
Head

**Information and Advice Desk**

Reception desk by the entrance on the ground floor

T +41 41 228 41 11, internal 4111  
information.wirtschaft@hslu.ch

**Opening hours**

Mon to Fri 08:00 – 12:00

and 13:30 – 17:00

(reduced hours during holidays)

**Services for students and staff**

- General information and advice
- Telephone exchange
- Administration of lockers
- Administration of the HSLU-Card
- Information screen
- Lost and found
- In-house pharmacy
- Cash desk: refund of HSLU-Card balance
- Parcel counter



Esther Koller



Elisabeth Taha

**Room management**

Office 3.11

T +41 41 228 99 28, direct number 9928

raum.wirtschaft@hslu.ch

(Mon, Tues morning, Weds, Thurs)

**Services for students and staff**

– Information on room availability at the  
Lucerne School of Business

– Room reservation

Coordination of rooms for education and  
continuing education programmes

**Room booking**

Room bookings for private meetings,  
corporate events, etc.: the Lucerne School  
of Business also rents its rooms out to  
external clients.

**Available venues:**

– Up to 196 persons: Auditorium

– Up to 52 persons: Forum

– Up to 45 persons: Plenum superior

– Up to 33 persons: Plenum

– Up to 20 persons: Meeting room

– Up to 15 persons: Group room  
(meeting room)

Information about room features and rates  
[www.hslu.ch/raum-mieten-zentralstrasse](http://www.hslu.ch/raum-mieten-zentralstrasse)



Isabelle Deplazes

## Lucerne Central and University Library (ZHB) – Lucerne School of Business site

Frankenstrasse 9

T +41 41 349 77 00

[bibliothek.wirtschaft@zhbluzern.ch](mailto:bibliothek.wirtschaft@zhbluzern.ch)

[bibliothek.wirtschaft@hslu.ch](mailto:bibliothek.wirtschaft@hslu.ch)

[www.zhbluzern.ch/hslu-w](http://www.zhbluzern.ch/hslu-w)

### Opening hours

Mon to Fri 08:00 – 18:30

Sat 09:30 – 14:00

After the end-of-module examination period, the opening times remain restricted until the beginning of the following semester.

Mon to Fri 09:30 – 17:00

Sat Closed

### Services for students and staff

- Variety of work environments attended to by library staff
- Development and maintenance of an up-to-date media collection based on the needs of students and staff
- Bachelor/master thesis indexing and archiving
- Search tutorials
- Introductory courses for new users
- Advice and assistance literature search
- Introduction and advice on how to use Open Access (licences and LORY – Lucerne Open Repository)
- Management of e-resources



**Stefanie Dietiker**



**Silvio Gruber**  
Head



**Sebastian Preher**



**Sophie Sfar**



**Martha Streitenberger**

# About the premises

## Opening hours

The premises of the Lucerne School of Business are open during semesters, time as follows:

Zentralstrasse 9 and Frankenstrasse 7a

Mon to Fri 07:30 – 21:15

Sat 07:30 – 18:15

Rösslimatte 48, ground floor

Mon to Fri 07:30 – 21:15

Sat 07:30 – 16:15

Rösslimatte 48, first floor

Mon to Fri 07:30 – 20:00

Sat 07:30 – 16:15

Rösslimatte 48, second floor

Mon to Fri 07:30 – 18:00

Sat 07:30 – 16:15

Campus Zug-Rotkreuz

Mon to Fri 07:00 – 22:00

Sat 07:00 – 18:00

The premises are closed on Sundays and public holidays (national, cantonal and local).

You must adhere to the business hours.

The premises must be left on time.

Secure rooms in the main building can be accessed only up to 15 minutes before the official closing time.

Staff may access all areas at any time using their HSLU-Card.

Opening times are reduced during holidays.

Staff members and students will be informed in advance about any such changes.

## House rules

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

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

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

All waste must be disposed correctly; PET bottles and aluminium must be placed in the recycling containers (see page 11). Each class must appoint a person (room monitor) responsible for keeping the room in good order.

Bicycles and motorcycles can be parked in the garage on the lower level of the main building. In front of the building, these vehicles may be parked only in the designated areas.



## **Safety**

In case of an emergency, listen to the loudspeaker announcement and follow the instructions provided by the safety officers. 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 on [Inside](#) (in German).

## **Cleaning**

The classrooms are cleaned from Monday to Saturday between 05:00 – 07:00. Offices are cleaned once a week. Facility Services must be informed of poor sanitary conditions.

## **Technical infrastructure at Zentralstrasse 9**

The lighting in the hallways, corridors and toilets is controlled by motion sensors and timers. Lighting in the classrooms and offices is regulated manually. All lights must be turned off when leaving a room. The blinds will lower when exposed to direct sunlight; strong winds (Textile blinds 45 km/h), will cause them to rise automatically. Blinds can also be operated manually in the classrooms with a switch near the cable conduit. To fully darken a room, it is recommended that the blinds on the corridor side of the room be lowered as well. The basement rooms, auditorium, cafeteria and toilets are connected to a ventilation system. All other rooms are ventilated through the windows.

## **Room designation at Zentralstrasse 9**

Each of the five floors of the main building is named after a historically significant trade route. Individual classrooms are named after cities along these routes; they are also assigned room numbers. The numbering system is 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 lift

### **Hochschule Luzern-Card**

The HSLU-Card governs access rights to the rooms of the Lucerne School of Business for employees and students. It can also be used for cashless payments for photocopiers. TWINT and bank cards can be used for the snack vending machines. The HSLU-Card also serves as a personnel / student ID card.

The card is strictly non-transferable. The Lucerne School of Business declines all liability in the event of abuse or loss of the card.

Students will receive their personal card (issued in class) at the start of their studies. CHF 50 is charged for the card with the invoice for the first semester.

Credit of up to CHF 200 can be loaded onto the card using the top-up stations in the main building (ground floor and fifth floor). At the end of their study programme, students can get any residual balance on the card refunded at the Information and Advice Desk.

A refund will not be granted if the card is not working or cannot be read electronically. Loss of, or damage to, an HSLU-Card must be reported immediately to the Information and Advice Desk. It takes three to four days and costs CHF 50 to issue a new card.

**Lost and found**

Students must remove their personal belongings from the premises when leaving the School or the changing rooms.

The Lucerne School of Business shall not be held liable for items lost or left behind.

The cleaners will remove any materials left behind such as photocopies or other documents. They will hand other found items such as USB sticks, books, calculators, etc. in to the Information and Advice Desk.

**Parking**

The Lucerne School of Business has no parking facilities of its own. The nearest car park is are at the railway station.

Bicycles and motorcycles can be parked in the basement of Zentralstrasse 9.

Students and staff members get the necessary access rights to this area with their HSLU-Card.

**Waste disposal in the main building**

- Paper: in the classrooms and by the photocopiers = blue box; floors 1 to 4 by the south lifts = grey containers
- Cardboard: floors 1 to 4 by the south lifts = grey containers
- PET and aluminium: floors 1 to 4 in the corridors, at the cafeteria, on the terrace and in the refreshment areas

# Facilities

## Photocopiers

The Lucerne School of Business has extensive photocopying facilities. Machines are available at the following locations:

- Zentralstrasse 9: first floor / north, second floor / north and south, third floor / north, fourth floor / north; a spiralbinding machine is located at the south end of the fourth floor.
- Rösslimatte 48: on every floor, in the corridors
- Library, Frankenstrasse 9: first floor

Photocopiers available for general use can be accessed with the HSLU-Card only. Employees may use the machines with their HSLU-Cards and by entering the cost centre. Student HSLU cards are debited CHF 0.20 per black-and-white copy and CHF 1.00 per colour copy. Students without a available personal HSLU-Card and non-HSLU tenants can get a transferrable card from the Information and Advice Desk for a deposit of CHF 50. It can be used for cashless transactions at the photocopiers and for the snack vending machines.

The main drawer of all photocopiers contains white paper. Other colours are available from Facility Services. Any special paper used must be removed after use. Only materials obtained from the Information and Advice desk may be used in the photocopier to make transparent film copies (please follow the instructions on the device). Please contact Facility Services in case of malfunction.

## Work-study desk space

There are workplaces available for independent study without prior reservation:

- Library, Frankenstrasse 9
- Student work spaces:
  - 3.15, 3.17, 3.19
  - as well as 1.17, 1.19, 1.21, 1.23, 1.25, 1.27, 1.29, 1.31
- Zentralstrasse 9: room 3.31/3.33

## Meeting rooms for groups

- Zentralstrasse 9: 1.17, 1.19, 1.21, 1.23, 1.25, 1.27, 1.29, 1.31, 2.01, 2.03, 2.05, 2.37, 2.39, 2.41, 3.01, 3.03, 3.35, 3.37, 3.39, 4.31, 4.33
- Rösslimatte 48: E.01, E.02, E.03, E.04

These rooms are specifically intended for small class instruction and for meetings. Group work can be performed in any room available. You may also directly reserve workplaces or group rooms up to 14 days in advance on MyCampus

## Classrooms

Students may use any room that has not been officially reserved for tuition. Other than that, students are not entitled to use classrooms or meeting rooms for groups. If the Lucerne School of Business requires these rooms, they must be vacated immediately. Special information screens on the first, second, third and fifth floor at Zentralstrasse 9 as well as the QR codes beside each door display the current room occupancy status. Students are not allowed to mark or attach notes to classrooms.

### **Wireless internet (Wi-Fi)**

Wireless public internet is available throughout Zentralstrasse 9, Rösslimatte 48 and Frankenstrasse 9, with the following exceptions: the terrace and the fifth floor at Zentralstrasse 9.

### **Careers Service Corner**

The Careers Service Corner is situated on the mezzanine floor between the ground and first floors of the main building. This is where students can find out everything they need to know about making the transition into professional life. In addition to job adverts and notifications of events, there is a computer terminal with access to the School's careers service website.

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

### **Communications in the main building**

On the third floor, each class of the foundation course has a designated box for internal messages. Floors 1, 2, 3 and 5 have information screens displaying the current room allocation plans. The information screens on the ground and fifth floors and the groundfloor screen by the lifts provide information on room allocation and events as well as other important information. The notice boards give details on courses, events and other offerings.

### **Lockers**

Students may use lockers to securely store their personal items. They can get keys for these lockers from the Information and Advice Desk or from the office of the Institute of Tourism and Mobility (ITM) at Rösslimatte 48; a deposit of CHF 100 applies.

The Lucerne School of Business shall not be held liable for items deposited in the lockers. The key is non-transferable – it must not be shared with others. Each student may only request one locker. The loss of a locker key must be reported to the Information and Advice Desk immediately. The deposit will not be reimbursed if the key is lost.

# Refreshments and catering

## **Canteen in the main building**

The Oase canteen and cafeteria is open to all employees and students at the Lucerne School of Business. The semester opening hours are as follows:

Jacqueline Bernsteiner  
T +41 041 228 42 80  
hochschuleluzern@zfv.ch  
[Menu Oase canteen](#)

Die Oase cafeteria is open 24 hours. From Monday to Friday, the cash register is staffed from 11:00 to 14:00. Outside these hours, the cash registers are set to self-service mode.

Hot meals are available from Monday to Friday, between 11:30 and 14:00. Outside these hours, newsstand items, salad bowls as well as hot and cold drinks are on offer.

The Oase is closed on public holidays (national, cantonal and local). Restricted opening times during holidays are indicated on the notice board on the ground floor of the Oase and communicated internally.

The Oase offers daily special every day, including a vegetarian option, as well as fried finger food, salad bowls, sandwiches, freshly baked pastries, a choice of snacks and hot and cold beverages.

Special events such as receptions can be arranged directly with the Oase management.

**Refreshment areas**

- Zentralstrasse 9: floors 1 to 3, Oase
- Rösslimatte 48: ground floor, foyers on first and second floors

There are vending machines for snacks and hot and cold beverages in the recess area on the third floor. On the fifth floor, there is a coffee vending machine in addition to the snack vending machine.

Food or drink may be consumed only in the recess zones and at the Oase. At lunchtime, the Oase is restricted to customers.

Consuming food or drink not purchased from the Oase is not allowed and restricted to the recess areas, room 5.16 and to the designated area of the terrace on the fifth floor. All dishes and leftover food must be cleared away when leaving the area.

**Smoking areas**

The premises of the Lucerne School of Business are smoke-free. Smoking is permitted in the following locations: Zentralstrasse 9 (roof terrace, outside the exits by the emergency stairs); Rösslimatte 48 (courtyard on the ground floor)

# Information for staff

## Telephone system

Instructions for using MS Teams are available on the [Inside](#).

## Office materials

Personal office materials may be ordered from Facility Services using the appropriate form ([Inside](#)). The materials are delivered via the internal mail system.

## Postal service in the main building

The emptying of internal postboxes and dispatch of outgoing mail takes place Monday to Friday between 07:45 and 08:30 and between 15:30 and 16:30. Incoming post is then distributed to the postboxes on the third floor.

Outgoing mail should be handed to Facility Services by 16:00 at the latest. Mass mailings (prepared in postal crates) should be notified to Facility Services the previous day. Post that requires special handling (in particular post to be sent abroad) must be designated as such, marked with the appropriate abbreviation and handed in separately.

## IT support

Hardware and software problems and defects should be reported to IT Services (T +41 41 228 21 21, internal 2121, [servicedesk@hslu.ch](mailto:servicedesk@hslu.ch)).

## Room reservations

Rooms can be booked using through the in-house reservation system. Reservations should be communicated to [raum.wirtschaft@hslu.ch](mailto:raum.wirtschaft@hslu.ch), T +41 41 228 99 28 or to the relevant Secretariat as early as possible. You may also book one or several rooms directly via MyCampus. There is no entitlement to using a room without prior reservation.

## "Inside", the HSLU's intranet

Employees have intranet access to the main School-related processes. The URL is <https://inside.hslu.ch>. The relevant forms and guidelines, which may be found in the 'InfoDocs' of the departments, schools and sections, are linked directly to the processes. (Intranet "Inside" Informations in German)

## Open plan office space for lecturers

Lecturers without their own desk space can make use of the open plan office on the first floor at Zentralstrasse 9 (room 1.01). The office provides filing cabinets for hire. Further details are specified in the terms of use, which may be obtained from the Information and Advice Desk.



### Room facilities

- Forums: 2 ceiling projectors, 1 visualizer
- Plenary: 1 ceiling projector, 1 visualizer
- Rooms for communication work: 1 ceiling projector, 1 video camera, 1 visualizer
- Meeting rooms: 1 ceiling projector, 1 visualizer  
(visualizers not available in rooms 2.01, 2.03, 2.05, 3.01, 3.03, 4.31, 4.33, 5.18)
- Meeting rooms at Rösslimatte 48: 1 visualiser, 1 ceiling projector

Additional equipment may be obtained from the storage rooms. Equipment should be returned after use. Additional equipment must be reserved on Evento by the Secretariat in charge or via [raum.wirtschaft@hslu.ch](mailto:raum.wirtschaft@hslu.ch).

### Lending devices

The Information and Advice Desk has a number of notebook computers that can be borrowed. Facility Services can also lend

- mobile projectors
- a portable overhead projector
- external speakers
- a mobile visualizer
- webcams
- two surface-hub devices

You can reserve these devices at [raum.wirtschaft@hslu.ch](mailto:raum.wirtschaft@hslu.ch) or through the relevant Secretariat.

Dictation devices are available from the Bachelor's Secretariat.

### Teaching materials

Teaching materials such as projector pens, rolls of film, board markers, wall board tools, etc. may be found in every classroom. Facility Services can provide missing or additional material. Larger quantities must be ordered from Facility Services using an [order form](#).

### Streaming

Internal stream: may be created independently, instruction on [Inside](#)  
External stream: early notification with the relevant Secretariat required - they will ask Facility Services to set up the stream





**Lucerne School of Business**

Institute of Business and Regional Economics IBR  
 Zentralstrasse 9  
 Postfach  
 6002 Luzern  
 T +41 41 228 41 50  
 ibr@hslu.ch  
 hslu.ch/ibr

**Lucerne School of Business**

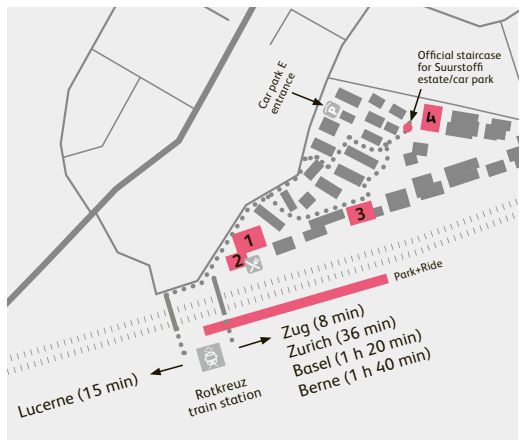
Zentralstrasse 9  
 Postfach  
 6002 Luzern  
 T +41 41 228 41 11  
 wirtschaft@hslu.ch  
 hslu.ch/wirtschaft

**Lucerne School of Business**

Institute of Communication and Marketing IKM  
 Zentralstrasse 9  
 Postfach  
 6002 Luzern  
 T +41 41 228 99 50  
 ikm@hslu.ch  
 hslu.ch/ikm

**Lucerne School of Business**

Institute of Financial Services Zug IFZ  
 Campus Zug-Rotkreuz  
 Suurstoffi 1  
 6343 Rotkreuz  
 T +41 41 757 67 67  
 ifz@hslu.ch  
 hslu.ch/ifz



**Lucerne School of  
Business**

Zentralstrasse 9

Postfach

6002 Luzern

T +41 41 228 41 11

wirtschaft@hslu.ch

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

