

Lucerne University of
Applied Sciences and Arts

**HOCHSCHULE
LUZERN**

Business

Information

for students and
members of staff

www.hslu.ch/business

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Information and contact

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, whether attending courses as a student or working as a member of the 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 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 the Lucerne School of Business.

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



Carmen Flückiger-Emmenegger
Head of 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 6:30 a.m. – 6:30 p.m.

Sat 6:30 a.m. – 10.00 a.m.

(reduced hours during holidays)

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



Beat Corradini



Urs Gämperle



Mikael Hort



Gusti Locher
(Head)



Sepp Schönenberg

Information and Advice Desk

Reception desk at entrance on the ground floor

T +41 41 228 41 11, internal 4111

information.wirtschaft@hslu.ch

Opening hours

Mon to Fri 08:00 a.m. – 12:00 p.m.

and 13:30 p.m. – 17:00 p.m.

(reduced hours during holidays)

Services for students and staff

- General information on the School's programmes
- Telephone exchange
- Administration of lockers
- Administration of the HSLU card
- Information screen
- Lost and found
- In-house pharmacy
- Cash desk: refunds for members of staff
- Acceptance of packages



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

Room booking

Room bookings for private meetings, corporate events, etc.: the Lucerne School of Business also rents rooms to outside customers.

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: Computer room for IT classes
- 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



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

www.zhbluzern.ch/hslu-w

Opening hours

Mon to Fri 08:00 a.m. – 18:30 p.m.

Sat 09:30 a.m. – 14:00 p.m.

Once the end-of-module examinations are over, the opening times are restricted until the beginning of the following semester.

Mon to Fri 09:30 a.m. – 17:00 p.m.

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 on research literature
- Introduction and advice on how to use Open Access (licences and LORY – Lucerne Open Repository)
- Management of e-resources



Samuel Keller
(Head)



Martha Streitenberger
(Subject Specialist)



Silvio Keller



Roman Gessler



Silvio Gruber



Sophie Sfar

Opening hours

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

Zentralstrasse 9 and Frankenstrasse 7a

Mon to Fri 07:30 a.m. – 21:15 p.m.

Sat 07:30 a.m. – 18:15 p.m.

Rösslimatte 48, ground floor

Mon to Fri 07:30 a.m. – 21:15 p.m.

Sat 07:30 a.m. – 16:15 p.m.

Rösslimatte 48, first floor

Mon to Fri 07:30 a.m. – 20:00 p.m.

Sat 07:30 a.m. – 16:15 p.m.

Rösslimatte 48, second floor

Mon to Fri 07:30 a.m. – 18:00 p.m.

Sat 07:30 a.m. – 16:15 p.m.

Campus Zug-Rotkreuz

Mon to Fri 07:00 a.m. – 22:00 p.m.

SA 07:00 a.m. – 18:00 p.m.

The premises are closed on Sundays, 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 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 and the beamer 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 only in the cafeteria and in designated areas. All dishes and leftover food must be cleared when leaving the area.

All waste must be disposed correctly; PET bottles and aluminium must be placed in the recycling containers (see page 9). 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, such vehicles may be parked only in designated areas.

Safety

In case of an extraordinary emergency, listen to the loudspeaker announcement and follow the instructions of 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 Inside (in German).

Cleaning

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

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. In direct sunlight, the blinds will lower; in strong wind (Textile blinds 45 km/h), they will rise automatically. Blinds can also be operated manually in the classrooms with the switch near the cable conduit. In order 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 via 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 the 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 staff and students access rights to the rooms of the Lucerne School of Business and can also be used for cashless transactions in the cafeteria, the snack vending machines, the library and the photocopiers. The HSLU card also serves as a personal/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 individual card (issued in class) on commencing their studies. A charge of CHF 50 for the card is levied with invoice for the first semester.

Students will receive their individual card (issued in class) on commencing their studies. A charge of CHF 50 for the card is levied with invoice for the first semester.

Credit of up to CHF 200 can be added to the card using the top-up stations in the main building (ground floor and fifth floor). At the end of their course of study, students should report to the Information and Advice Desk to obtain a refund for any unspent credit left on the card.

Refunds will not be granted if the card is not working or cannot be read electronically. Loss of or damage to an HSLU card should be reported without delay 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 should remove all their personal possessions from the premises when leaving the School or changing rooms. The Lucerne School of Business shall not be held liable for items left behind or lost. The cleaners dispose of consumables such as photocopies, general papers, etc. Other items they find such as USB sticks, books, calculators, etc. are handed in to the Information and Advice Desk.

Car parking

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

Bicycles and motorcycles can be parked in the basement of Zentralstrasse 9. Students and staff members obtain the necessary access rights to this area with their Hochschule Luzern 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
- DVDs and used photocopier film = Room 3.07 A
- PET and aluminium: floors 1 to 4 in the corridors, at the cafeteria, on the terrace and in the refreshment areas

Photocopiers

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

- Zentralstrasse 9: in the north and south hallways of floors one through four; a machine for making spiral binders is located at the south end of the third floor.
- Rösslimatte 48: on every floor, in the corridors
- Library, Frankenstrasse 9: first floor

Photocopiers available for general use are accessible using the HSLU card only. Members of staff can use the machines with their HSLU card and by entering the cost centre. Student HSLU cards are debited CHF 0.10 per monochrome copy and CHF 0.50 per colour copy. Students without personal HSLU card and external tenants may apply to the Information and Advice Desk for a transferable card upon payment of a deposit of CHF 50. This can be used for cashless transactions at the photocopiers, the cafeteria and the snack vending machines.

The main cassette of all photocopiers is filled with white paper. Other colours are available. Any special paper used must be removed after use. Only materials obtained from the Information and Advice desk may be used in the copier when making overhead transparencies (please follow the instructions on the photocopiers). Please contact the Facility Services in the event of a fault.

Work-study desk space

There are workplaces available for independent study that do not require prior reservation:

- Walk-in in the courtyard of Frankenstrasse 7a
- Library, Frankstrasse 7a
- Student walk-in, room 4.08, Zentralstrasse 9
- “Silent learning” room, Zentralstrasse 9

Meeting rooms for groups

- Zentralstrasse 9: 1.27, 2.01, 2.03, 2.05, 2.37, 2.39, 2.41, 3.01, 3.03, 3.35, 3.37, 3.39, 4.31, 4.33
- Rösslimatte 48: E.01, E.02, E.03, E.04

These rooms are intended for the tuition of small classes and for meetings. Group work can be performed in any available room.

You may also directly reserve workplaces or group rooms up to 14 days in advance via MyCampus

Classrooms

Students may use rooms that have not been officially reserved for tuition use. Other than this, students are not entitled to use the classrooms or a meeting room for groups. If so required by the Lucerne School of Business, these rooms 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.

The marking of classrooms by students is not allowed.

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 of 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

Communications in the main building

On the third floor, each class of the foundation course has a labelled 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 ground-floor screen by the lifts provide visitors with information regarding room allocations and events together with other important information. The notice boards give details of courses, events and other related items.

Lockers

Lockers are made available to students for secure storage of personal items. Keys to these lockers may be obtained 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 is payable.

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 given to anyone else. Each student may only request one locker. The loss of a locker key should be reported without delay to the Information and Advice Desk. The deposit is forfeited in the event of the loss of a key.

Canteen in the main building

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

Monday to Thursday

Oase 08:30 a.m. – 16:00 p.m.

Lunch served 11:30 a.m. – 14:00 p.m.

Friday

Oase 08:30 a.m. – 17:00 p.m.

Lunch served 11:30 a.m. – 14:00 p.m.

Saturday

Oase 09:00 a.m. – 14:00 p.m.

Lunch served 11:30 a.m. – 14:00 p.m.

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 a different menu every day, including a vegetarian option, a weekly special, salad bar and warm buffet, sandwiches, freshly baked pastries, a choice of snacks and hot and cold beverages.

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



Michael Stutz

T +41 041 228 42 80

hochschuleluzern@zfv.ch

[Menu Oase canteen](#)

Refreshment areas

– Zentralstrasse 9: floors 1 to 3, Oase

– Rösslimatte 48: ground floor, foyers on first and second floors

Snack and hot and cold beverage vending machines are provided in the refreshment areas.

Food or drink may be consumed only in the break zones and the Oase. At lunchtime, use of the Oase is restricted to customers only. The consumption of food or drink not purchased from the Oase is not allowed. It is restricted to the recess areas, room 5.16 and to the designated area of the terrasse on the fifth floor. All dishes and leftover food must be cleared 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); Frankenstrasse 7/9 (courtyard in front of the Student walk-in).



Fachwissen übertragen



Zusammen



Telephone system

Instructions on using Skype for Business may be found on the [intranet](#).

Office materials

Personal office materials may be ordered from Facility Services using the appropriate form ([intranet](#)). 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 a.m. and 08:30 a.m. and between 15:30 p.m. and 16.30 p.m. Incoming post is then distributed to the postboxes on the third floor.

Outgoing mail should be handed in to Facility Services by 16:00 p.m. 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 faults should be reported to the IT Department (T +41 41 228 21 21, internal 2121, informatikhotline@hslu.ch).

Room reservations

Rooms are reserved using the in-house reservation system. Reservations should be notified in good time to raum.wirtschaft@hslu.ch, T +41 41 228 99 28 or to the relevant Secretariat. You may also book one or several rooms directly via MyCampus. *There is no entitlement to rooms without a valid reservation.*

The intranet “Inside” at HSLU

Members of staff have intranet access to the main departmental processes. The address 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

The rooms are equipped as follows:

- Forums: 2 ceiling projectors, 1 visualizer, 1 DVD/Video Rack, 1 touch panel
- Plenums: 1 ceiling projector, 1 computer station, 1 visualiser, 1 key panel
- Rooms for communications work: 1 video camera, 1 overhead projector, 1 visualiser, 1 key panel
- Terminal room 4.14: 1 ceiling projector, 20 desktop devices, 1 visualiser, 1 key panel
- Meeting rooms at Zentralstrasse 9 (except 1.27 und 4.31): 1 ceiling projector, rack, 1 visualiser (visualiser not available in rooms 2.01, 2.03, 2.05, 3.01, 3.03, 4.33 und 5.18)
- Meeting rooms at Rösslimatte 48: 1 visualiser, 1 ceiling projector, rack

Additional equipment may be obtained from the storage rooms. Equipment should be returned after use. Equipment can be reserved using the lists provided in the storage rooms; this must be reserved from the responsible Secretariat in the resources planning.

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 or through the relevant Secretariat.

Dictation devices are available from the Bachelor's Secretariat.

Teaching materials

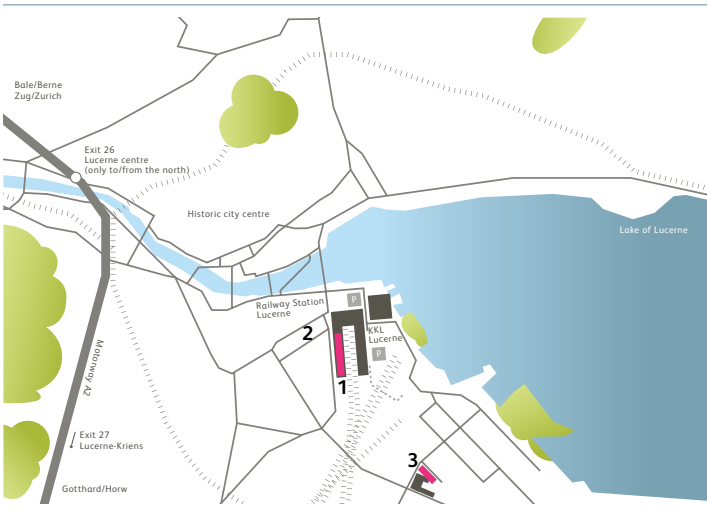
Teaching materials such as projector pens, rolls of film, board markers, wall board tools, etc. may be found in every classroom. Facility Services can provide missing or additional material. Larger quantities must be ordered from Facility Services using an order form.

Streaming

Internal stream: may be created independently, instruction on Inside

External stream: early notification with the relevant Secretariat required - they will ask IT Services to set up the stream

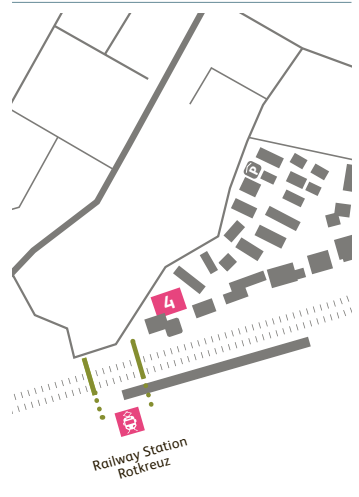
	Controlling			Quality Management and accreditation
	Human Resources			International Affairs
	Marketing and Communication			Digital Learning Services
	Facility Management			Diversity
	Information Technology			Services
		Dean Prof Dr Christine Böckelmann		Dean's Office Administration
	Institute of Business and Regional Economics IBR Prof Dr Hannes Egli Prof Dr Erik Nagel	Institute of Financial Services Zug IFZ Prof Dr Andreas Dietrich Prof Dr Markus Gislser	Institute of Communication and Marketing IKM Prof Dr Matthes Fleck	Institute of Tourism and Mobility ITM Prof Dr Jürg Stettler
Bachelor of Science Prof Dr Martin Gubler, Vice Dean	Business Administration: – Human Resource Management – Management & Law – Public & Nonprofit Management – Value Network Management International Business Administration: – International Management & Economics (e) Business Psychology: – Industrial and Organizational Psychology	Business Administration: – Controlling & Accounting – Finance & Banking – Real Estate International Business Administration: – Accounting, Finance & Banking (e)	Business Administration: – Communication – Marketing Business Psychology: – Market and Consumer Psychology	Business Administration: – Tourism – Mobility International Business Administration: – Tourism (e) Mobility, Data Science and Economics
Master of Science Prof Dr Martin Gubler, Vice Dean	Business Administration: – Major in Business Development and Promotion (d/e) – Major in Public and Nonprofit Management (d)	Banking and Finance (d/e) International Financial Management (e) Real Estate (e)	Business Administration: – Major in Online Business and Marketing (d/e) Applied Information and Data Science	Business Administration: – Major in Tourism (e)
Continuing and Executive Education Prof Dr Erik Nagel, Vice Dean	Management & Leadership Public Management & Economics	Controlling and Accounting Finance and Banking Real Estate Economic Crime Investigation	Communication Management Brand and Marketing Management Digital Marketing and Communication Management	Tourism and Mobility
Research Prof Dr Jürg Stettler, Vice Dean	Public and Non-Profit Management Regional Economics General Management Services Management Management and Law	Controlling and Accounting Corporate Finance Financial Markets and Investments Financial Services Management Real Estate/Property Management Audit, Risk Management Tax	Corporate Communication Online Communication Marketing Professional Communication Business Languages Effective Communication Consumer Behaviour	Destinations Management Sports Tourism Health Tourism Tourism and Sustainable Development Online Marketing (eTourism) Leisure and Tourism Traffic Management in Public Transport Mobility Studies
Professional Services Prof Dr Jürg Stettler, Vice Dean	Assessments, benchmarks, consultancy, evaluations, reports, development of concepts, market research/market analysis/feasibility studies, presentations/process support, workshops, simulations/business games, tests, impact studies, etc.			



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2
Lucerne University of Applied Sciences and Arts
Lucerne School of Business
Institute of Management and Regional Economics IBR
Library
Student walk-in
Frankenstrasse 7a – 9
CH-6002 Luzern

3
Lucerne University of Applied Sciences and Arts
Lucerne School of Business
Institute of Tourism and Mobility ITM
Rösslimatte 48
PO Box 2940
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4
Lucerne School of Business
Institute of Financial Services Zug
IFZ
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Contact

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