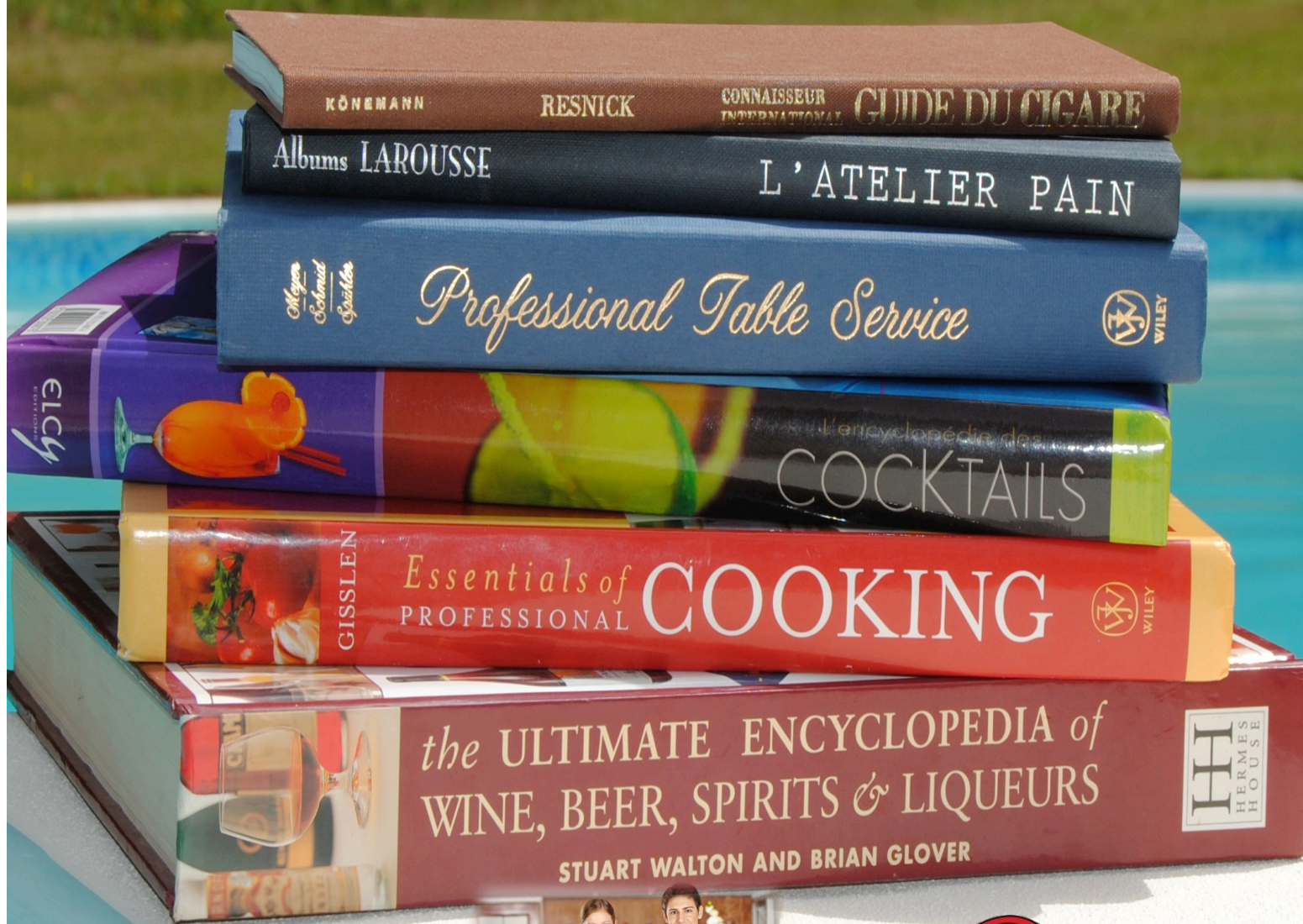


F&B SERVICE TRAINING INTERNATIONAL

"The ultimate start for a winning future"



**SWISS HOSPITALITY
EDUCATION**

OUR COURSE IN SPAIN

www.fbsti.com

**INFORMATION ON THE INSTITUTE**

<u>Name of the Company:</u>	F&B Service Training International
<u>Short for the Institute:</u>	FBSTI
<u>Address:</u>	Rue Fleury 5, CH-2000 Neuchâtel
<u>Founder and CEO:</u>	Christian CARGOUET
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<u>Email:</u>	ch.cargouet@fbsti.com info@fbsti.com admission@fbsti.com
<u>Location in Spain:</u>	LA NORIA estate, Utiel, Valencia, SPAIN
<u>Contact for Spain:</u>	Jorge Martinez-Sendra Bello Jo.martinez@fbsti.com
<u>Website:</u>	www.fbsti.com



FBSTI is a company registered with AVS and in the commercial register (IDE: CHE-340.257.073) of the Canton of Neuchâtel and fully recognized by the Neuchâtel administration.

About the CEO: Hospitality management Studies in France
28 years of experience in the restaurant and hotel industry in France, England, Switzerland in some of the finest restaurants and hotel chains, as restaurant manager, F&B manager, hotel manager.
Important experience as lecturer in Neuchâtel hospitality management school and in EHL, Lausanne Hotel Management School (ranked n° 1 in the world)
Certified Hospitality Educator By the American Hotel and Lodging Educational Institute
Lecturer of: Service Practical, Service Theory, Advanced Service, Menu Planning, Wine and Bar, Banqueting and Events.

SUMMARY OF OUR COURSE

F&B Service Training International is professional in providing Swiss Hospitality Education. With our Swiss expertise and our French experience we will deliver a unique English and Restaurant Management course in the impressive estate of LA NORIA in Spain.

1 Month intense English language (certificate of level reached)

1 Month Restaurant Management course

4 Globally accredited certificates

- Hospitality Skill certificate
- Restaurant Management Certificate
- Certified Guest Service Professional certificate
- Food and Hygiene Certificate

Guaranteed paid internships in some of the worlds finest restaurants

No entry requirements (see requirement below page 6)

Food and Accommodation included

**WHY CHOOSE HOSPITALITY**

Despite the world economical crisis, the hospitality industry is one that continues to soar and grow everyday offering a large range of job opportunities and career development possibilities.

With the total value of more than 4 trillion of dollars, 1 out of 9 people will be recruited to work within the hospitality industry in the coming years. With more than 300,000 job opportunities globally, many available on a seasonal or flexible basis, there has never been a better time to acquire the necessary skills to enter this dynamic and growing sector.

Whether you choose to work within small restaurants, or large international resorts, the basic skill set remains the same, enabling you to work in different service environments and in different countries. In fact, international experience is regarded as the 'norm' in the sector and many of the larger organizations offer international transfers as part of their staff development program.

Thus, within the sector you will have the chance to travel and to meet people from all over the world, enabling you to create a network of professional and social contacts.



COURSE HANDBOOK

Restaurant Management course:

Course schedule: One month (4 weeks) (180 hours)
 From Monday to Friday: 09:00 -14:00
 15:00 -19:00
 Saturday: Individual practice/revisions

Objectives: Train and prepare the future restaurant workers for a real life environment in the catering industry. Preparing students for management school.

Course Description: This course is created and designed to enable students to practically apply the relevant knowledge, understanding and skills acquired in this course. Students will learn by using the theory taught and the practical application that will take place during the course to help them develop. The style of service that will be learnt varies from basic to five star levels, providing the quality and standard expected during employment in the food and beverage industry.



Learning outcome: Participants will be able to implement F&B service theories in real life environment of the industry. They will be able to select and properly utilize correct and appropriate equipment and utensils for tasks that are required within an F&B service environment. They will be able to work in safe and hygiene manner within F&B environment.

- Areas of study:
- | | |
|--|---|
| <ul style="list-style-type: none"> Hospitality studies, Service profession Grooming, health and safety Mise en place restaurant, linen and pantry Equipment Food knowledge, Meal organization Service theory <ul style="list-style-type: none"> - Service types and methods - Service procedures and structures - Clearing and cleaning Service practical <ul style="list-style-type: none"> - From mise en place to arriving of guests - From guests arrivals to his departure - From guests departure to end of cleaning Advanced services <ul style="list-style-type: none"> - Side table service (Gueridon) - Platter service (silver, French) - Carving and Flambé Menu planning and explanation Breakfast service Banqueting and events | <ul style="list-style-type: none"> Beverages <ul style="list-style-type: none"> - Wine, Mixology and Cigars - Non-alcoholic - Tea and coffee Customer service <ul style="list-style-type: none"> - Attitude and behaviour - Greeting and farewell - Booking - Interaction with customers Sales <ul style="list-style-type: none"> - Checking on customer - Communication (internal, external, body language) - Customer care, Customer expectations - Types of customers - Customer complaints Billing <ul style="list-style-type: none"> - Personal development <ul style="list-style-type: none"> - Tricks within the industry - How to gain a promotion - Career planning |
|--|---|

Certifications: **Certificate of F&B and Catering Management** accredited and certified by “Swiss Education” and “The American Hotel and Lodging Educational Institute”.



Certificate of Hospitality Skills, accredited and certified by “The American Hotel and Lodging Educational Institute”

Certificate of Food Hygiene level 2, accredited by “City & Guild” and certified by “CPD” (Mandatory to work in the catering industry)

Certificate of Certified Guest Service Professional, accredited and certified by “The American Hotel and Lodging Educational Institute”

**Intense English Course:**

<u>Course Schedule:</u>	One-Month English Language From Monday to Friday: 6:00 hours a day (10:00 to 13:00 / 14:00 to 17:00) 120 hours of class in total
<u>Distribution of teaching:</u>	Per day: - 3 hours with a lecture of which one hour is dedicated to the hospitality and the catering industry. - 3 hours of practice communication study under the supervision of a teacher. - Then the student will have to provide another 2 hours of homework (independent studying) to prepare for the next day.
<u>Objective:</u>	Improve candidate's level of English by at least two levels Raise the level of students so that they are able to follow the training hotel/ restaurant, which will be taught in English.
<u>Course Description:</u>	This course is a package deal, we offer a one-month intense English Language course to help improve the candidates spoken and written level of English. This is due to the fact that the English Language is one of the most spoken languages in the world and it is very useful in the Hospitality and catering industry.
<u>Learning Outcomes:</u>	Candidate will improve their spoken and written level of English by at least one or two levels. Candidates will be able to understand almost all spoken English, and they will improve their vocabulary for the catering and hospitality industry. The candidates will be able to speak with confidence even in stressful and unfamiliar conditions. Candidates will be able to write simple sentences with some mistakes.
<u>Areas of Study:</u>	Written, Spoken Grammar Verbs, Adverbs Common phrases Catering vocabulary
<u>Assessment:</u>	Test 20 minutes (one at the beginning of the course and one at the end) <u>Certification:</u> Attestation with level achieved and duration of the course

DATES AND PLACES

FBSTI courses are taking place in different cities and different countries all over the world. Dates and places can be checked on our website.

Students, no matter where they are from, can join any course of their choice. The course is exactly the same no matter the country. However, some countries have a month of intensive English course before the Restaurant Management course. This is the case for our institute in Spain located in Valencia area.

If you want FBSTI to come to your area please contact us at: info@fbsti.com

BENEFITS (Key points for choosing us)

At FBSTI we have designed a course FOR YOU

Short (only 2 months), accessible and adapted to everyone, captivating, highly professional where information will be given, practiced and retained.

Trainers and lecturer at FBSTI are passionate, very experienced, highly qualified and have an extreme expertise about your expectations and the needs of your future employer.

We offer you a very detailed introduction of the industry, from the art of table setting and service to beverage science and communication skills. Our program is geared to provide you with the highest standard of skill, knowledge and ability in hygiene and safety standards that will facilitate your integration in your personal and professional life.





Others benefits:

- FBSTI is a highly qualified institute with professional lecturers, upbeat atmosphere
- Small class sizes, individual attention
- Short course (only two months), learn a new career in a limited time
- Swiss Education delivered all over the world
- 4 globally accredited certificates
- Accommodation, No equipment or uniform requirement
- Only a tourism visa needed (for students taking course from an other country)
- Paid internship (with accommodation) in some of the finest restaurants around the world
- Personalized follow up of students
- Quick start and fast development in the industry, worldwide opportunities, increases student's income
- English language improvement



For students wishing to enroll in a hospitality management school, FBSTI provides a good preparation and they will receive academic credits for their first years and as well as a scholarship with our partner schools. Our program offers you an exciting opportunity to enter the world of hospitality backed by a range of internationally recognized qualifications. Because we have a wealth of international experience our graduates enter the job market confident that they have the necessary knowledge and skills to develop a successful career in their chosen sector.

LANGUAGE

The course is provided in English.

To attempt the service course students must have reached the level A2 on the European framework for languages.

English test available with our agents or with our head office.

Our month of English course is an upgrade for the students to take the restaurant Management course. So students must have already some English knowledge to attend the course.

English is important, as most of the internship and jobs opportunities will require a good level of English and the ability to communicate with others.

INTERNSHIP

Our partner in the UK provides internships all over the world in some of the finest restaurants and hotel chains.

As soon as enrolment process as been made with FBSTI, students will be directed to our partner to assist finding an internship.

Our partner will make sure that students get the best possible training and assistance at each step of the process. (Registration, interview, motivation letter, curriculum Vitae, visa process, follow up during internship)

Internship will be from 4 to 6 months (12 months internship available on demand)

Internships are paid (salary may differ depending of the country) and accommodation is provided.

At the end of the internship, students will receive a work certificate.

For more information, please contact us.

ENROLLMENT GUIDE LINE

- Complete English test (available from the agent) and print the result.
- Fill up the simplified enrolment form (to be download from the web site)
- Copy of identity card or passport (passport for student attending course in an other country)
- A picture (good resolution)

All those documents need to be sent by student or through agent by email to: admission@fbsti.com

Student will receive an acceptance letter.

First payment has to be made by transfer (bank detail on the website). Full payment for the participants coming from another country.

Student will receive a final confirmation letter (essential for visa process for students attending course in an other country)





REQUIREMENT AND EQUIPMENT

Admission requirement:

Candidates must be minimum 16 years of age (Under 18, students must have a written parental authorization if attending a course in an other country).

Keep in mind that a lot of countries do not allow workers under 18 of age. Some countries require students to be 21 (legal drinking age) as they would be serving alcohol.

Must not have any criminal records to be eligible for internship

Candidates must have the appropriate level of English

Equipment needed:

As all course handouts are on a USB key and as some of the exam will be online students should have a computer or a laptop.

Not other equipment will be needed.

There is no uniform required; just smart casual outfit is fine.

Towel and linen provided



VISA

For the course: Students coming from an other country just need to apply for a tourist visa for the country where the course will be held. With the confirmation letter from FBSTI, it is going to be easier and faster.

For the internship: Our partner providing internships will help the students to go through the documents and the visa process.

It is important that students register as soon as possible as the visa process in both cases always takes a bit of time (From 4 to 8 weeks according to the country).

ACCOMMODATION AND TRANSFER

FBSTI can provide accommodation and transfer from the airport to students who request this service. Students need to apply for this upon registration for the course – a separate charge will be made.

PRICES

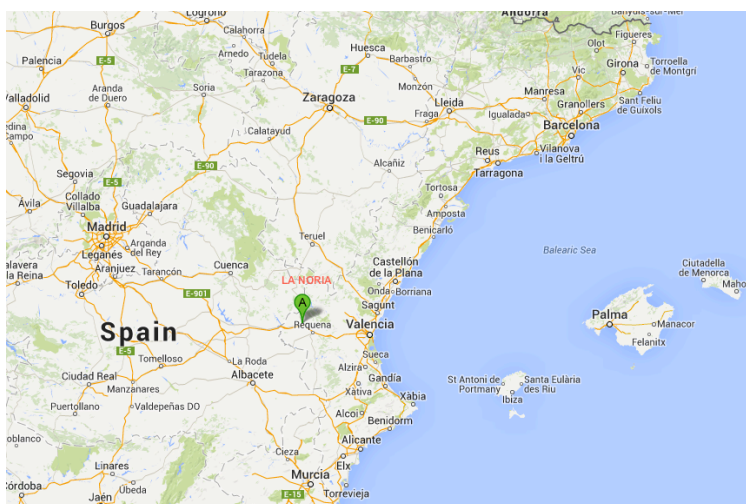
Please ask your local agent or our head office.

Transfer will be charged separately.

Travel and visa cost shall be borne by the student.

THE PLACE: LA NORIA

F&B Service Training International Spanish institute is situated in the peaceful and majestic estate of LA NORIA just outside the town of Utiel in the Valencia region.



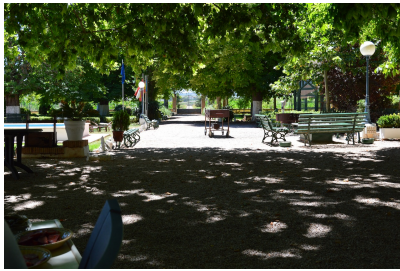
Valencia: 30 minutes away

Madrid: 1 hour away

Barcelona: 4 hours away



LA NORIA is a lordly estate from the XIX century standing in a middle of a wooded park. Participants will have the pleasure of staying and studying in a space of great charm and character offering a multitude of activities.



The place is calm, closed and secured.

All participants will be accommodated in a sharing apartment on site.

Apartments are all furnished, all fully equipped and have Wi-Fi Internet.

In each apartment there are several bedrooms, several bathrooms, one kitchen and one common living area.

Housekeeping, linen and towels are provided. Washing machines are available to the students.



On site activities:

Hiking, football, cycling, croquet, barbecue, bar, karaoke, table tennis, swimming pool, evening party, and many more.



“ There is no better place; all the best conditions are met for the success of your studies and leaving you on the same time an eternal memory”

Outside activities:

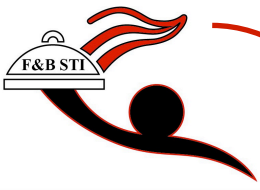
In the heart of a superb tourist region, an hour from the beach and the sea, you can according to your mood make the most surprising discoveries, from old monuments full of history to the modern and impressive building of the arts and sciences of Valencia.



You will be able to visit the many museums around, some historical villages, some wineries, see some bullfights and assist to local fairs, parties and festivals.

But you will also be able to do some horse riding, some mountain bike, some quad and just for fun jumps from the local waterfalls.





F&B Service Training International is ready and happy to welcome you in LA NORIA



With us you will be ready to take the first step towards an international and successful career in the restaurant industry

