



F&B SERVICE TRAINING INTERNATIONAL  
YOUR  
SWISS HIGHER EDUCATION OF RESTAURANT  
AND F&B OPERATIONS MANAGEMENT  
IN GOA, INDIA



**FBSTI, The Ultimate Course for a Successful Career**

## MESSAGE FROM THE DEAN:

The new concept of leisure civilization makes the catering industry a unique growing business offering a large number of career opportunities at all levels. The continued growth of the sector has driven demand for qualified personnel.

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 millions jobs 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.

Our high quality Swiss education restaurant management program provides the knowledge and skills necessary to meet industry expectations in this regard.

With the idea to overcome the urgent need of the catering industry with restaurant staff, we have tailored, with our Swiss expertise, our French “Savoir-Faire” and 30 years of experience within the industry, the perfect and unique course with globally recognized professional certifications so that participants can confront their chosen profession with confidence.

At FBSTI we firmly believe that theoretical knowledge must be underpinned by practical experience and our programs are designed to provide each participant with the opportunity hone their skills through operational experience in our institutes as well as through external partnerships. This approach has proven successful in bridging the gap between theory and practice, further demonstrating our innovative approach to meeting the needs of our student’s, as well as providing highly skilled personnel ready to meet the challenges of this dynamic industry.

The program of FBSTI is based on the development of four fundamental themes:

**The knowledge, the skill, the communication** (Build the capacity of each individual to communication effectively in order to aid the delivery of service quality, as well as to enhance public relations and customer care) **and the flexibility** (To foresee and confront changes, to be open to a demanding and dynamic environment, to take ownership of issues arising as a result operating in a customer oriented role)

No matter where participants come from, they will find that the catering industry has the most favorable conditions for rapid professional integration and development. This is making the catering industry a promising and logical choice for young people today.

F&B Service Training International is the most affordable and unique solution for students to find quickly the perfect job and escape their everyday to live a crazy and amazing adventure anywhere in the world.

We are providing our students with the most stunning restaurant management course in the most ideal establishment with a relaxing environment, which is perfect for the learning to be retained. On the top of the regular expected teaching, we are also shaping our students to become the best in their field giving them all the chances to reach a successful career rapidly.

*Christian CARGOUET  
Founder, CEO and Academic Dean*

### **Mr Christian CARGOUET:**

FBSTI owner, CEO and academic Dean, certified hospitality educator and supervisor, lecturer in restaurant and F&B management, expert in service skills and restaurant improvement, Mr CARGOUET has worked for the best hospitality schools in Switzerland such as EHL Lausanne (1<sup>st</sup> rank worldwide). He also has an impressive hospitality background (restaurant manager, F&B manager and general manager) in some of the finest restaurants and hotels around the world (UK, USA, Switzerland, France,..).

With 30 years of successful experience in the field, Mr CARGOUET is possessed by an unlimited passion and motivation for the hospitality industry and passing on his exciting knowledge and experience to others has become his every day objective in order to better the industry all over the world.

**If you want the best for your career development then Mr CARGOUET is the right solution**



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Rue Fleury 5, 2000 Neuchâtel, SWITZERLAND, Website: [www.fbsti.com](http://www.fbsti.com) E-mail: [info@fbsti.com](mailto:info@fbsti.com), IDE: CHE-340.257.073

# COURSE HANDBOOK, DESCRIPTION & REQUIREMENT :

<u>DURATION:</u>	18 weeks, 720 hours. 270 hours of theory, 350 hours of practical, 100 hours of group work, homework, exercises and duty.
<u>SCHEDULE:</u>	From Monday to Friday (Classes): 09:00 – 12:00 / 13:00 – 18:00 Duties (practical): During the week and sometime weekend.
<u>CHECK-IN/CHECK-OUT:</u>	Check in: Friday, Saturday and Sunday before the starting of the course Check out: Saturday and Sunday after the graduation day (Friday)
<u>OBJECTIVES:</u>	Train and fully prepare the future restaurant workers for real life environment in the hospitality and restaurant industry.
<u>COURSE DESCRIPTION:</u>	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.
<u>LEARNING OUTCOME:</u>	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.
<u>LANGUAGE:</u>	The course is provided in English. (Level B1 on the European framework for languages.) 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.
<u>ADMISSION REQUIREMENTS:</u>	<u>Age and background:</u> From 17 to 35. No criminal record No background or knowledge required <u>Language:</u> Good English knowledge <u>Computer:</u> Laptop or tablet <u>Books &amp; equipment:</u> There will be no need to buy books or any other equipment <u>Dress code:</u> Groomed at all times and smart casual outfit.(no jeans or sneakers) <u>For the practical:</u> For boys: white shirts, black trousers, black shoes, black socks, tie For girls: white shirts, black skirt (going to the knees), black shoes. <u>Health requirement:</u> The course is very intense and therefore requires good mental and physical conditions.
<u>ACCOMMODATION &amp; MEALS:</u>	<u>Meals:</u> Breakfast, lunch and dinner during the week Brunch and dinner during weekends <u>Accommodation:</u> Included in the tuition fees Sharing bedrooms of 2 to 4 students. With bathroom, toilet, free Internet and Wi-Fi. Linen: Bed sheets and towels will be change ones a week





### ACTIVITIES:

Free access to the outside swimming pool and for most of the multiple activities provided to students, but some of them might require additional cost such as renting of bicycle.

### TRANSFER:

Students required transfer from or to Goa international airport need to make the request on enrollment and there will be additional charge for it.  
Travelling and Visa costs to join the course and for the internship will be the student responsibility.

## COURSE CONTENT

All points related to the industry will be covered during the course. Each point will be treated in Theory and in Practical. Participants will learn the proper way to handle the different topics, the attitude and body language going with it and the communication that apply with each topic as well as all explanations on how to do the different tasks and why they are done this way.

### INTRODUCTION:

Hospitality studies, Service Profession  
Grooming, health and safety  
Food hygiene  
Equipment  
Food knowledge, meal organization  
Menu planning and explanation

### PERSONAL DEVELOPMENT:

Tricks within the industry  
Curriculum Vitae  
Write a motivation letter  
Career planning  
How to find a job  
How to gain a promotion  
Flexibility, handling changes



### SERVICE:

- Mise en place, pantry and linen
- The art of folding napkins
- Service theory
  - Service types and methods
- Service procedures and structures
  - Clearing and cleaning
- Service practical
  - From mise en place to arrival of the guests
  - From guests arrivals to departure
  - From guests departures to closing

### BEVERAGES:

- Wine knowledge and wine service
- Bar and mixology
- Non-alcoholic drinks
- Tea and coffee
- Cigars



## COMMUNICATION AND CUSTOMER CARE:

Communication, internal and external, body language  
Customer care and customer expectation  
Different type of customers  
Customer complaint handling  
Customer service  
Attitudes and behavior  
Greeting and farewell  
Booking, phone booking  
Interaction with customers  
Checking on customer



## ADVANCED SERVICE:



Side table service (gueridon)  
Platter service (silver, French)  
Carving and Flambé  
Breakfast service  
Room service  
Banqueting and events



## OTHERS:

Housekeeping  
Leisure centers  
Cost control  
Billing, Accounting  
Upselling, sales  
Kitchen



## CERTIFICATIONS

GLOBALLY RECOGNIZES PROFESSIONAL CERTIFICATES AND DIPLOMA

### ACCREDITATION:

Provided by:

- The American Hotel and Lodging Educational Institute. AHLEI, USA and City and Guilds, UK
- Recognized by the Swiss Education and the canton of Neuchatel CH.
- CPQ (Certificate of Professional Qualification) CH.

### EXAMINATION:

Under the supervision and the invigilation of a CHE (Certified Hospitality Educator)  
Student must reach an average of 70%, between theory and practical for all examinations, to pass.

### CERTIFICATES:

- Swiss Higher Diploma in Restaurant and F&B Operation Management
- Certified Food and Beverages Server Certificate
- Swiss Certificate of Customer Care and Communication (Within the restaurant industry)
- Food and Hygiene Certificate Level 2 (compulsory to work in the restaurant industry in most countries)



GRADUATION: Graduation ceremony at the end of the course  
Last Friday of the last week

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# INTERNSHIP WORK PLACEMENT

FBSTI will provide assistance to find a paid internship in some of the finest restaurants around the world.

INTERNSHIP IS NOT COMPULSORY to pass the examination.

Internship can be from 4 months to 12 months

Not all countries and establishments are paying the same wages. Students can received up to 2168 \$ per month, however some companies do not offer accommodation.

Additional costs borne by the participant: (some of those costs are in some cases paid by the establishment who is providing the work experience)

Travel expenses, visa expenses, internship coordinator or placement companies other than FBSTI (*inform yourself of Placement fees in advance: Some companies can charge from 1-month salary to 30% of the first six month salaries*)

Students should be aware that they would pay taxes and insurance in the country of their internship.

The longer the internship, the more benefits (financially and experiences) students will get out of it.

Students will learn during the course tricks and the right attitude to increase their revenue at work with tips given by satisfied customers.

The internship must be seen as an opportunity to experience the real life environment and a starting point toward a new career. This is also an open door to the world.



## **IMPORTANT:**

*With the recognized quality of our courses by global professionals and an international work experience students will position themselves in better places to get higher and better work opportunities.*

*With knowledge and skill given in our course and a successful internship, students will get a better chance to get, from their internship employers, a job in the company and even a promotion.*

*Students wishing or obliged to return home, then they can expect to find management responsibility work, responsible position within high standard establishments. They will even be ready to open their own restaurant business.*

# FACTS AND BENEFITS OF INCORPORATING OUR PROGRAM

The restaurant industry is a growing business ideal for students wishing for a secured and successful future.

9 in 10 restaurant managers started at entry level, 8 in 10 restaurant owners started their industry careers in entry level, (ref: bureau of labour statistics USA).

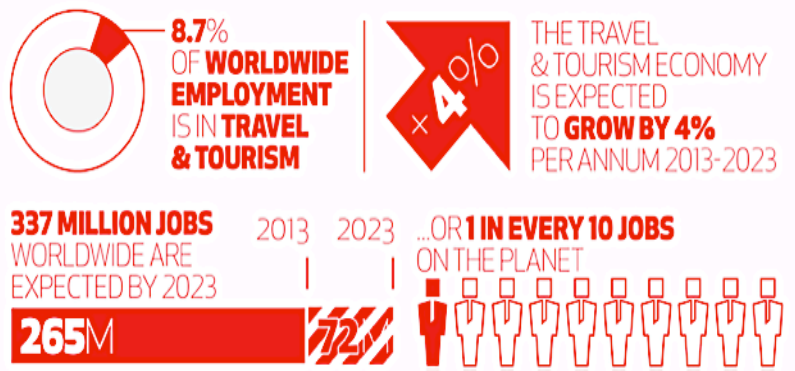
The restaurant industry offering large and fast opportunities of evolution and promotion better than any other job.

With our professional training participants will become fully qualified and capable of offering service to customers that meets international standard and expectations of establishments of the world.

Trainers and lecturers at FBSTI are passionate, very experienced, highly qualified and have an extreme expertise about participants expectations and the needs of potential future employers. They are all certified hospitality educator

## WHY CHOOSE A HOSPITALITY MANAGEMENT CAREER?

Hospitality and tourism is one of the world's largest, most diverse and most exciting industries. It is vast, offering a broad variety and high number of jobs across the globe.



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All together we will provide students with all the knowledge, the skill and the ability far above the need of the industry with the idea to facilitate student’s integration and quickly jump toward a successful and profitable career The course is accessible and adapted to everyone, captivating, highly professional where information will be given, practiced and retained in a very enjoyable and pleasant atmosphere.



## THE AREA: GOA

Even if Goa is the smallest state in India, it still remains the favourite destination of the tourists of the world.

The area is made of kilometers of sandy beach, facing an idyllic and warm sea where you can enjoy most breath taking sunsets of your life. Goa is the cradle of exotic spices scents, the paradise of colors, the taste of the Indian gastronomy, a modern place dancing with beautiful, picturesque and traditional sceneries where the latest fashion is flirting with a wild and gorgeous nature under an amazing tropical climate. Goa, besides miles of trendy beaches with the most impressive beach parties, it is also THE place for restful Yoga and peaceful meditation.





What to do:

There are so many exciting activities:

Scuba diving, fishing, kite surfing, kayak, jet ski...

But you can also enjoy the visit of:

Bandla Wildlife sanctuary, Anjuna market, night shopping in Arpora, meet tigers and ride elephants....

So many things to do!

Goa is where modernity and tradition are making only one.

All this is making the Goa area a special and unavoidable place to stop for all those looking for adventure, wanted to enjoy life fully and get their eyes full with exceptional sights and unforgettable memories.



## AND OUR AMAZING SCHOOL



Close to all local activities, our school is located at the border of a lovely forest offering students the serenity required for a good studying.

Our place is calm, closed and secured.

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

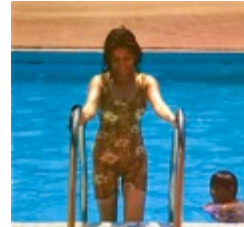
All have been made for our students to have a wonderful time during the process of learning which can be very demanding and required some relaxing time to decompressed.

Our school is offering a wide range of activities, on site, to meet the wishes of all our students.



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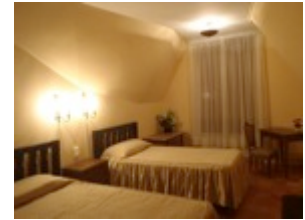
Activities:

Hiking, cycling, table tennis, tennis, swimming pool, sunbathing, basketball, volley ball, petanque, fitness and gym in our fitness center.

Group games are organized in relation with the course.

Our students' bar, just by the pool, is ideal for meeting with other students and friends, for barbecue, for evening pool parties and for different events organized by students or just to chill down and relax.

Excursions in the area will also take place during the semester.

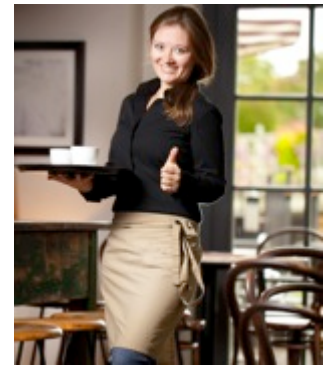


Goa international airport: 30 Km (Around 45 minutes by car)

Panjim (capital): 7 Km (15 minutes by car)

Candolim beach: 9 Km (20 minutes by car)

Mumbai: 570 Km (1 hours flight)



“ Christian is a unique individual and it has been a long time since I have met anybody with such a love for the catering industry.

... Christian is the Mary Poppins of the hotel industry offering a solution for every problem.”

Nick Brown, Caterer 1998, Owner Henllys Hall Hotel North wales, Owner Merton Hotel Hereford UK

**FBSTI REPRESENTATIVE IN INDIA :**

Name : Anand D Malathu      Web site : [www.eduhunters.com](http://www.eduhunters.com)      Email : [info@eduhunters.com](mailto:info@eduhunters.com)  
 Phone : 7506334428 / 9820997969      Address : R-654 T.T.C. Industrial Area, Rabale, Navi Mumbai

Name of the company:

F&B SERVICE TRAINING INTERNATIONAL (Short: FBSTI)

Head Office:

Rue Fleury 5, 2000 Neuchâtel, Switzerland

Mobile: +41 79 934 69 59      Phone: +41 32 855 12 22      Emails: [info@fbsti.com](mailto:info@fbsti.com)

Website: [www.fbsti.com](http://www.fbsti.com)

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

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