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Swiss Higher Diploma in Restaurant and F&B Operations Management

THE ART OF A PERFECT RESTAURANT SERVICE

2024/2025



FBSTI

SWITZERLAND / THAILAND / FRANCE

ABOUT FBSTI



TOP-NOTCH RESTAURANT TRAINING

Food & Beverage Service Training International is a Swiss Restaurant Management School specialized in Restaurant Management and high gastronomy Service.

SWISS TOUCH & FRENCH “SAVOIR-FAIRE”

With a fine blend of the Swiss hospitality touch and the French gastronomy expertise we train the leaders and influencers of tomorrow’s food industry.

We’re dedicated to ensuring top-notch Swiss Restaurant Education is accessible and affordable to students worldwide.



YOUR LEADING RESTAURANT MANAGEMENT ACADEMY



A UNIQUE APPROACH TO RESTAURANT MANAGEMENT TRAINING



A SLOW REVOLUTION

A slow revolution is taking place in the hospitality education sector. With our innovative approach we have perfectly bridged the learning gap between theoretical needs and practical realities of the restaurant industry. This new teaching model is designed solely to increase your employability through rapid integration; fast development and better understanding of the industry.



AFFORDABLE EDUCATION AT YOUR DOORSTEP



By creating a whole new model of courses, we have been able to **reduce** the time of obtaining a Swiss Diploma, **reduce** the cost of education and **increasing** the accessibility of Swiss education. As a matter of fact, all our courses, whether it is our 8 weeks course or our 16 weeks program, both have been tailored to fit you and designed to fast track your future career, in a memorable learning environment.

“No matter how good is your food, how beautiful is your place, if the service is not right, if the way you deliver your product is not up to the standard expected by your customer, then you will lose.

Professionalism in service is not an option, it is a must.. It is not the job you do, it is how you do the job that matter”

“A good waiter/waitress enhances and sublimates the work of a goldsmith prepared with passion and creativity by the chefs.”



Christian CARGOUET
Founder and CEO
FBSTI

HIGH EMPLOYABILITY IN A FAST-GROWING INDUSTRY



Your employability is our most important priority. Everything we do, all the courses are specifically designed to significantly increase your employability.

THE WORLD IS YOUR PLAYGROUND

The new concept of leisure civilization and the continued growth of the sector (fastest growing industries worldwide) has driven demand for qualified personnel who can take up positions rapidly.

This unending growth creates over 5 millions of new jobs worldwide every year. But the best hotel chains and restaurants struggle to fill these positions because of the lack of qualified and properly trained people in the marketplace.

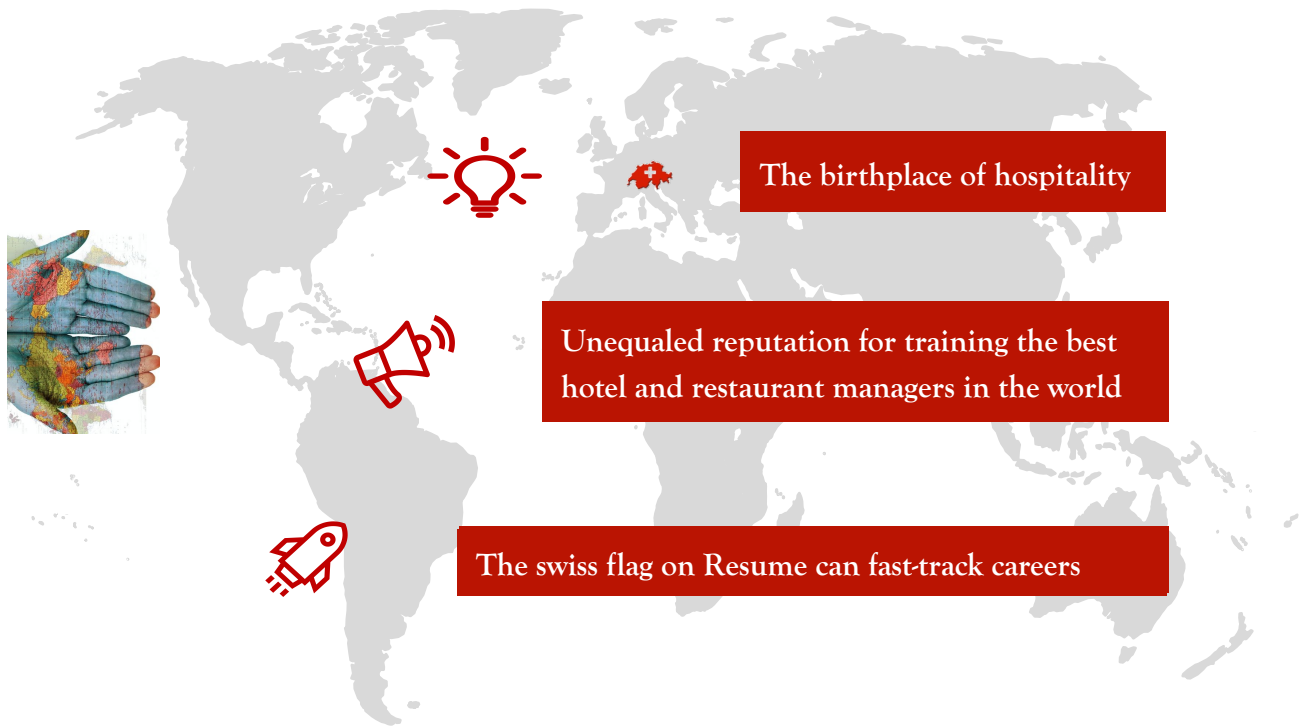
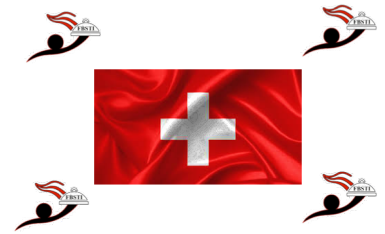
FBSTI students will get precisely, with our high quality educational programs, the training and the skillset the industry is looking for, thus will get an edge when applying for a job.



INTERNATIONAL PROFESSIONAL EXPERIENCE

The internship is where the newly acquired skills will be honed. The restaurant industry is one of the rare institution that will allow you to travel and work anywhere in the world. With our extended network of hospitality leading institutions, our students will have the once-in-a-lifetime opportunity to search out an international internship that will truly launch their career and reach promotion in a flash. Our dedicated internship team will assist you in finding the internship that best fits your career aspiration.

WHY CHOOSE A SWISS RESTAURANT MANAGEMENT SCHOOL?



IS RESTAURANT MANAGEMENT THE RIGHT FIT FOR YOU?

Are you a future entrepreneur looking for the right business opportunity? Or maybe you're looking for the job that will take you around the globe? Or you might be aiming to strike a career in top management? The restaurant industry is the perfect place for you! And it can all start with FBSTI, a solid training, a Swiss Diploma and an international experience.

- ☞ Gain in-depth understanding of the industry and its future
- ☞ Perfect your service and managerial skills
- ☞ Master the key factors of a successful business
- ☞ Develop your personal skills to be a recognized leader

Focused on entrepreneurship with the latest management methods in the catering business; our program will get you fully qualified, with the perfect vision of the industry to reach the top and make your dreams come true.

INTERCULTURAL LEARNING ENVIRONMENT

Finding yourself in a city away from home with people from different countries, different ethnic groups, diverse culture and background will be a great challenge at first but an incredible learning opportunity. It will teach you some of the most important values and skills needed in the industry such as respect, flexibility, adaptability and curiosity.



OVERVIEW OF YOUR TRAINING JOURNEY WITH US

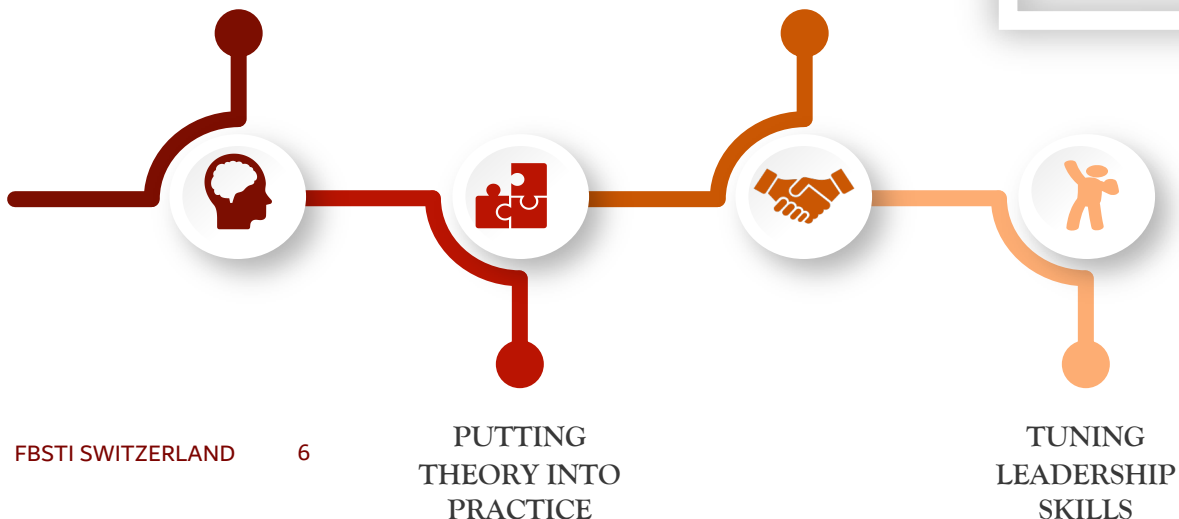
To shorten the time needed to go from student to a fine-tuned professional is our ultimate challenge. It is with this ambition that we have designed the entire course.

✓ *Swiss Higher Diploma in Restaurant and F&B Operations Management*

The curriculum is built around four cornerstones:

BUILDING SOLID FOUNDATIONS

BECOMING A MANAGER





PUTTING THEORY INTO PRACTICE

The Art of service
Service profession
Service rules
Service techniques,
Styles and methods
Flambé and carving
Table service
Stewarding and
housekeeping
Advanced service
Bar Wine, Spirits & Drinks



TUNING LEADERSHIP SKILLS

Personal development
Professional communication
Verbal & non-verbal
communication
Teamwork approach



BUILDING SOLID FOUNDATIONS

Introduction to Food & Beverage
Service Professions and careers
Service Theory
Kitchen & products knowledge
Hygiene and safety



BECOMING A MANAGER

Menu Planning
cost control
Banqueting & events management
F&B Management
Marketing and business
communication
Customer service & Satisfaction



CAREER & INTERNSHIP SUPPORT OFFICE

Restaurant and tourism industries are the ones of the world's largest, most diverse and most exciting industries, offering a large variety and high numbers of careers across the globe.

It is a growing business ideal for students wishing for a secured and successful future, offering large and fast opportunities of evolution and promotion better than any other job.

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

With our inspiring lecturers, we will provide our students with all the knowledge, the skill and the ability far above the need of the industry with the idea to facilitate their integration and quickly jump toward a successful and profitable career.

Our dedicated internship office and coordinators assists you to research, select and apply for internships opportunities with some of the leading companies, international hotel chains, Michelin-star restaurants, cruising companies, luxury resorts, in prime locations:

Middle east, Asia, North America, Europe, Oceania

(Depending of each individual's eligibility)

FBSTI IS THE KEY TO YOUR INTERNATIONAL CARRER

Writing Resume & Cover

letter

Career coaching

International network

Internship prep

Visa application support

Job interview prep

Personal presentation

Question handling ability



CERTIFICATIONS



ACCREDITATION:

- Recognized by the Swiss Education and the canton of Neuchatel CH.
- CPQ (Certificate of Professional Qualification) CH.
- HACCP Verified.

EXAMINATION:

Under the supervision and the invigilation of several 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 management and F&B
Operations Management



GLOBALLY RECOGNIZES PROFESSIONAL SWISS HIGHER DIPLOMA



COURSE REQUIREMENTS



OBJECTIVES:

Train and fully prepare the future restaurant leaders for real life environment in the hospitality and restaurant industry.

DURATION:

16 weeks, from 480 hours

Made of theory classes, practical sessions, group work and presentation, homework, exercises and duty.

SCHEDULE:

From Monday to Friday (Classes): 9:30 – 12:00 / 13:00 – 18:00

Some Saturdays might be needed according to each individual schedule.

LANGUAGE:

The course is provided in English. (Level B2 on the European framework for languages. From 5.0 on IELTS)

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.

ADMISSION REQUIREMENTS:

- ▶ Age : For the course: No age limit
For internship: From 18 to 29.
- ▶ Background No criminal record (to access internship program)
Not be married (to access internship program)
No study, background or knowledge are required
- ▶ Computer: Laptop or Tablet
- ▶ Books & equipment: There will be no need to buy books or any equipment
- ▶ Dress code: Groomed at all times and smart casual outfit. (no jeans or sneakers).
Professional dress for internship interview
For the practical class:
 - ▶ **Boys**: white shirts, black trousers, black shoes, black socks, tie
 - ▶ **Girls**: white blouse, black skirt (knee length), low heeled black shoes.
- ▶ Health: The course is very intense, therefore requires good mental and physical conditions.



Our courses are unique programs, accessible and adapted to everyone, captivating, highly professional where information will be given and retained in a very enjoyable and pleasant atmosphere.

COURSE PLACE

The courses are organized in Thailand, in the lovely and the dynamic city of Chiang Mai

Know worldwide as “The land of smile”

Thai people are expert in providing welcoming and kindness



- Expert in tourism (22% GDP)
- 40 millions tourists 2019
- 8th world tourism ranking

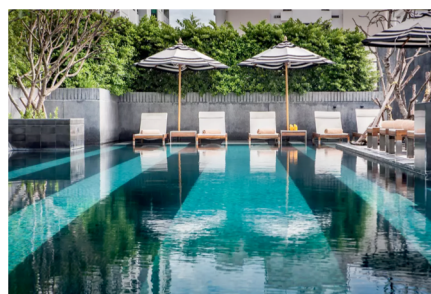
Our students have a lot to learn from the Thailand tourism development success and their amazing attitude and approach of the tourists.



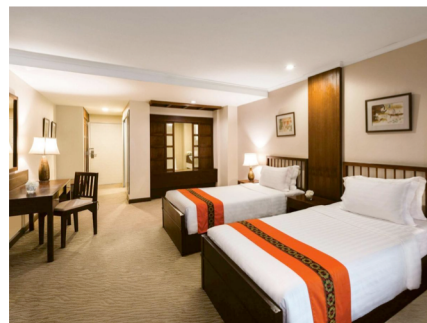
- International airport
- Safe and secured city
- Quiet and comfortable city
- Fascinating culture, authenticity
- Very affordable city

- Important international communities: Chinese, Indian, Muslim, European, American, ...
- With shops, restaurants and religious centers dedicated to all the different needs participants would like or need.
- All from a walking distance from FBSTI place

It typically takes place in a large hotel conference room (FBSTI is partner with the Movenpick hotel, 4****) where interactive classes and practical sessions are done.



The students coming from abroad can find accommodation to live on their own or can be hosted on site at a preferred price. Morning break with pastries, large buffet lunch and tea-break are normally included. Academic material is provided as well as professional utensils.



TUITION FEES

TUITION FEES	16 WEEKS PROGRAM	From 12'500 USD	(1) Included (2) NOT included
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(1) INCLUDED:

- Course, Certification and Certificates
- Transfer From/to airport
- Bottle of water and 2 tea/coffee breaks with pastries each days of class
- Buffet lunch from Monday to Friday (a)
- Assistance and personal guidance to research, to select, to apply and to prepare for internship

(a) Full buffet lunches with a large choice of starters and salads, large choice of hot main courses, halal buffet and vegetarian dishes, international and Chinese choices also available, large selection of deserts, cake, ice creams and fresh fruits.

(2) NOT INCLUDED:

- Visa & 2 ways flight
- Accommodation and breakfast
- Dinners from Monday to Sunday (b)
- Lunches Saturdays and Sundays (b)
- Internship additional cost:
 - Additional costs may occur depending on students need for additional help and assistance (from 1'000 USD) also depending on some countries requirements and on the need or not of a sponsor to access internship in some countries
 - Flight and visa to reach the internship location if not provided by employers
 - Travel expenses for possible interviews that may be requested by embassies or immigration offices.



(b) Students will be able to find large choices of street foods, restaurants and supermarkets which can satisfy all cultures, all beliefs, all diets and all religions, near the hotel at a very affordable price, (from less than 1 to 3 USD)

ADDITIONAL FEES *(accommodation options)*

We are proposing our students to live a luxury experience and be accommodated in an important 4 stars establishment with all the facilities at a preferential and very affordable price right in the heart of the city.

Our student will enjoy the opportunities to have a comfortable environment for studying and will get the chance to learn from our hotel operation.

Students may choose to arrange their own accommodation.

(They will not be able to use the hotel facilities and will have to manage their own transportation to get to class.)

AT THE MOVENPICK ACCOMMODATION & BREAKFAST	SHARING BEDROOM (2 PERSONS)	3'100 USD (1) <i>(For the 4 months)</i>
	SINGLE OCCUPENCY BEDROOM (1 PERSON)	5'300 USD (1) <i>(For the 4 months)</i>

AT THE STAR HOTEL (1 minute walk from the Movenpick) ACCOMMODATION & BREAKFAST	SHARING PREMIUM BEDROOM (2 PERSONS)	2'400 USD (1) <i>(For the 4 months)</i>
	SINGLE OCCUPENCY PREMIUM BEDROOM (1 PERSON)	4'100 USD (1) <i>(For the 4 months)</i>

Note: **Other bedrooms options available on request from our marketing team**
From (1'200 USD) to (1'800 USD) for the 4 months (Breakfast is NOT included for this type of establishment)

(1) INCLUDED:

- Luxury bedroom in a 3 or 4 stars hotels, from Mondays to Sundays (a)
 - Full breakfast every days of the week (from Monday to Sunday) (b)
 - Access to hotel facilities (c)
- (a) *Private bathroom with shower and toilet, Towel and bed linen, Safe, Fridge, Air conditioning, View on the city and the mountains, Coffee and tea setting, Bottles water, Mini bar, Free unlimited internet, WIFI, Housekeeping services and view on the mountains and on the city*
- (b) *Full buffet breakfasts with a large choice of starters and salads, hot dishes, halal buffet and vegetarian dishes, international and Chinese choices also available, large selection of cake, fresh fruits, bread and croissants.*
- (c) *Outdoor swimming pool, professional fitness center, professional Spa and wellness center, several bars and lounges*

ACADEMIC ADDITIONAL COSTS

Single written examination retake	50 USD
Practical examination retake	200 USD
Private remedial, refresher and support courses	15 USD Per Hour
Disciplinary board	250 USD
Duplicate certificate	50 USD

NOTES:

- In Case of fail at one or several examinations, students will have the possibility to retake the necessary examination in order to reach the overall 70 points to pass.
- Students can request additional private courses on one or several topics to secure necessary result to pass
- In case of the diploma get lost or damage students will have the opportunity to ask for a duplicate
- If a student do not behaved properly during classes, in the hotel, in the city or in the country, a disciplinary council will be call.

The student will be represent by the student's ambassador and the program leader (lecturer)., In the other part and depending of the problem a disciplinary board will be set to decide on the measures to be taken.

Disciplinary Board: FBSTI director, lecturers, hotel representative in the department concerned, hotel director, Swiss consulate representative, town council representative and a member of the Thai government.

AWARDS ADDITIONAL COSTS

With the objective to build a strong resume and access better jobs opportunities, students may apply to some additional & professionals certificates.

There will be no need to take on any additional courses or examinations as long as it is already included in the main program.

To apply for any reward student must pass individual examination to the corresponding certificate (70% to pass)

Beverage introduction and service certificate	50 USD
Swiss certificate of food and hygiene level 2 & safety at work	80 USD
Service rules and procedures practice Swiss certificate	80 USD
Swiss certificate of customer care and Customer analysis	50 USD
Swiss certificate of uplifting service standards	50 USD

OUR PARTNERS

FBSTI HAVE TRAINED
over 5'000 persons
in the past 10 years

In Switzerland, France, Spain,
Thailand, India, USA, UK, KSA,
Nepal, ...

Chadathacha CHANTANAPHAN
Chiang Mai Thailand

Alberto COSI
Chiang Mai Thailand
Italian honorary consul

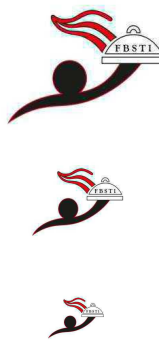
FBSTI Official representative, Asia

Thomas GUGLER
Jeddah, KSA

President of the world association of chefs
society
Co-founder of the Saudi Arabian Chefs
Association (SARCA)
Chairman & Founder of the Saudi
Arabian Chefs table Circle (SACTC)
Honorary member and Ambassador of over
50 associations and organization worldwide

Alain BELIZAIRE
Switzerland

Founder and CEO of AB Swiss
premium SA
Specialist in Hospitality education
Former executive director SEG Group



OTHER PARTNERS

PAYAP university (TH)
CMU Royal University (TH)
MEAJO university (TH)
Spoon & Fork (TH)
Hollande America cruise, Bkk (TH)
Niel's International College, Bali, (ID)
Marina bay, Singapore (SG)
IAMA, (IN)
SIHM, Nagpur (IN)
Strategic Hotels Pvc Ltd (IN)
LFR (NP)
KIP (Mauritius)
AHLEI (World)
MGH (KSA)
Urban Hospitality Group, (UK / UAE)
GRC (EG)
GTBB Hellenic Gastronomy (GR)
GRETA (FR) AFMR (FR)
IMI (CH)
Billy Brunch (SP)
Marugal (SP)
Cyprus Maritime Academy (CY)
Penha Longa Ritz Carlton (PT)
Frenchman's Creek (USA)
FIB Academy (USA)
THTC (JM)
SAA (AUS)
VEDA University (NEPAL)



CONTACT US



FBSTI

F&B SERVICE TRAINING INTERNATIONAL

*Your Leading Swiss Hospitality
Academy*



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