

# + SWISS RESTAURANT MANAGEMENT ACADEMY

UNIQUE



PROFESSIONAL  
COURSES

## COMPANY PROFILE:

Name of the Company: F&B Service Training International  
Short for the Institute: FBSTI  
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Founder and CEO: Christian CARGOUE  
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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, USA and 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.

## WHO ARE WE, OUR MISSION:

F&B Service Training International (FBSTI) is a Swiss Academy specialized in high standard restaurant management training in the full respect of the Swiss education standards in this field.  
FBSTI has tailored and designed with our Swiss expertise and French experience an ultimate program short (4 to 8 weeks), unique in the world with 4 globally recognized professional certifications.  
The new concept of leisure civilization makes the catering industry a unique growing business offering a large number of career opportunities at all levels.  
Our high quality Swiss education training program provides the knowledge and skills necessary to meet industry expectations in this regard.  
The program of FBSTI is based on the development of four fundamental themes:  
**The knowledge:** The development of theoretical competency in every field of the catering industry.  
**The skill:** The development of practical skills in all sectors of the service environment.  
**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.  
**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.

## 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

## COURSE DESCRIPTION:

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

# + COURSE CONTENTS, CERTIFICATES AND REQUIREMENT

## COURSE CONTENT

### INTRODUCTION:

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

### SERVICE:

Mise en place,  
pantry and linen  
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, Cigars  
Non-alcoholic drinks, Tea & coffee

### ADVANCED SERVICE:

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

### 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

### PERSONAL DEVELOPMENT:

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



## CERTIFICATIONS

GLOBALLY RECOGNIZES PROFESSIONAL CERTIFICATES

### ACCREDITATION:

#### Provided by:

- The American Hotel and Lodging Educational Institute. AHLEI, USA
- City and Guilds, UK
- Swiss Education, SWITZERLAND

### EXAMINATION:

Under the supervision and the invigilation of a CHE (Certified Hospitality Educator)

Student must reach an average of 70%, between theory and practical, to pass.

### CERTIFICATES:

- Restaurant Management Certificate
- Certified Food and Beverages Server Certificate
- Certificate of Certified Guest Service Professional (CGSP)
- Food and Hygiene Certificate Level 2 (compulsory to work in the restaurant industry in most countries around the world)

## REQUIREMENT

### LANGUAGE:

The course is provided in English. (level required at least A2 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.

### BACKGROUND:

From 17 to 35 years of age, no criminal record.

Participants need to have fulfilled their secondary education or have at least six months professional service experience in a traditional restaurant.

### EQUIPMENT:

Participants need to have a laptop or a tablet

There will be no need to buy books or any other equipment

## INTERNSHIP

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

Internship can be from 3 months to 12 months.

As soon as participant has enrolled the course he/she will be put in contact with one of our internship coordinators.

Average salary is around 550€ per month including accommodation and meals.