

ROMA FIRENZE BOLOGNA PALERMO CATANIA NAPOLI MILANO TORINO

## PROFESSIONAL TRAINING COURSE FOR WAITER

The professional training course for "Waiter" organized by ANPA with the high and exclusive patronage of AMIRA (Italian Restaurants and Hotel Maitres Association) and SKAL International, is articulated in three main levels:

- **a first level (basic)**, awarded with the Qualification of "Commis de Rang"
- **a second level (advanced)**, awarded with the Qualification of "Chef de Rang/Second Barman"
- **a third level (specialistic)**, awarded with the Qualification of "Banqueting Manager"

The structure and the organization of the course will offer, to each student, the ability to customize their training according to the personal profile and the professional and/or business objectives they intend to reach.

These three fundamental levels of training are strictly linked to other educational and/or vocational programmes aimed to develop further the knowledge and the technical skills already acquired and to gain a more specialized expertise: **Master for "Food & Beverage Manager," Master for "Wine & Beverage Manager", Courses for "Sommelier", "Bartender" and "Bar Manager".**

## PROFESSIONAL COURSE FOR WAITER (ADVANCED LEVEL)

The training course for "Waiter" (advanced level) organized by ANPA with the high and exclusive patronage of AMIRA (Italian Restaurants and Hotel Maitres Association) and SKAL International, is the second step required by the training program and is addressed to those who have already attended the course for "Waiter - basic level" and achieved its status of "Commis de Rang", as well as to waiters, Bar, catering and restaurants operators wishing to upgrade and improve their knowledge on the proper functioning of the services techniques in restaurants and bars. The course, starting from a depth study of the tools and the techniques used in the food and beverage department of hotel companies and F&B facilities, will analyse the technical work processes of the brigades staff in the dining room and in the bar division. The training offered by ANPA, structured in accordance with the best international standards, will offer to the students the right skills to ensure a correct and elegant customers welcome, to manage the different styles of services adopted in the dining hall, to learn the items to use in the various methods of mise en place of the tables, the various methods of services, to use in a professional manner the menu and the wine list, the equipment suitable for pouring and beverage service, focusing the service of appetizers, fish, meat, fruit and dessert and the preparation of dishes using the flambé technique. Regarding to the Bar department, the course ensures the learning of the issues related to the mixing techniques, the techniques of preparation of cocktails, long drinks and the correct knowledge of the international alcohol drinks and all the products needed for the bar mixing. The course is totally practical, it will take place within the dining room and bar departments of prestigious hotels and restaurants partners of ANPA. The course will allow students to use professional equipment and tooling in order to ensure the proper execution of all the workings in the lounge and the bar room in accordance with the highest international labor standards. The teaching of the courses is entrusted exclusively to Food & Beverage Manager, Maître, Barman, Banqueting Manager and Sommelier of proven experience and high professionalism.

**OBJECTIVE:** To train professionals profiles capable of working with the role of Chef de Rang/Second Barman in the restaurant or bar division of international and national hotels and restaurants, through an innovative methodology based on a full immersion training programme of 36 hours, spread in one month of lessons, with the possibility to carry out, upon availability of the hosted companies, a subsequent period of internship from 1 to 6 months within hotels and restaurants. This particular training method aims to reduce the time spent by the students in the classroom and, conversely, to

speed up their contact with local businesses through a concrete experimentation in the field of skills acquired during the professional training course. A major advantage also for the companies that will benefit from an important and high qualified human resources that can be easily integrated into the related business areas.

## **EDUCATIONAL PROGRAM:**

- **Techniques of customers communication and reception (3 hours)**  
The dining room and the bar Equipe. Figure, roles and responsibilities of the Chef de Rang, of the Barman and the Bartender: evolution of specific professional figures. Relations between the members of the brigades of the lounge room and the bar, the staff and the customers. Techniques of internal and external communication. The management of complaints.
- **The organization of the dining room and the services styles (3 hours)**  
Furniture and equipment of the restaurant. The kitchen staff and service: classification, job, relationships between the dining room and the kitchen. Techniques for preparation of breakfast and hot drinks. Setting up a buffet. The service of the starters. The buffet of appetizers.
- **Development of the menu and the Wine list (6 hours)**  
The composition of the menu. Differences between different types of menus. The seasonal products. Special menus, traditional and ethnic menus, how to design a menu. Management of the cellar: the location and the storage criteria. Criteria for the development of the "wine list" and the "Beverage Cost". Elements of Food Cost. Techniques and criteria for matching Food and Wine.
- **The processing in the dining room (6 hours)**  
Slice and serve fish, meat, cheese, fruit and dessert. Fruit carving techniques and decorations. The art of flambage
- **The management of the bar department and the setup (6 hours)**  
Equipment for mixing and new technologies. Mixing techniques (recipes, dosing of ingredients and decorations). The new beverage trends: the Flair and the Freestyler
- **The figure of Sommelier (6 hours)**  
Ethics, professionalism, equipment and tooling. Outlines of wine: the wine, and winemaking techniques. The wine: organoleptic characteristics, evolution and aging, changes, defects and diseases. The types of bottles, their size and their evolution. The cap. The "special wines": the vermouth, tanned wines, dessert wines, liqueur wines and fortified wines. Sparkling wines: Metodo Classico and the Charmat method. Tasting techniques: visual analysis, olfactory and gustatory analysis. Technical service: succession of wine at the table, serving temperature, presentation, opening, wine service. The types of glasses and their correct use. Wines D.O.C. and wines D.O.C.G. Italian: interpretation of the label
- **Techniques of cheese tasting (6 hours)**  
Criteria for the classification of Cheese: types and characteristics (hard cheese, soft cheese, fresh cheese, soft without crust, soft rind, blue cheeses, pastas pressed, spun seasoned). The service of cheeses (temperature, cutting, storage). The tasting. Matching cheese with wine.
- **Prevention and Safety (optional teaching optional - cost € 120.00 + VAT 22%)**

**STAGE (TRAINING ON THE JOB):** It is an important and challenging educational opportunity for the students that, at the end of the course and after passing the final exam, will be able to request to the ANPA Stage Division, the opportunity to realize an internships period from 1 to 6 months (subject to the availability and the final decision of the hosting companies), in the dining room/bar department of hotels or Food and Beverage facilities, assisted by professional Chef de Range, Maitres, Barmans in real operational situation. During the period of training on the job, therefore, the student will test on the field the technical skills acquired during the first course, as well as he will learn new procedures and new processes according to the standards of work and business strategy of the hosting company. The internship does not constitute an employment relationship and could be applied by persons in possession of the requirements of Article. 18, paragraph 1, letter d of Law 196/1997 and art. 11 of Law Decree n. 138/2011.

<b>START COURSES</b>	Every month
<b>DURATION</b>	A month and a half of practical training, with the possibility to carry out a subsequent path of stage from 1 to 6 months in company
<b>PARTICIPANTS</b>	Max 15
<b>FREQUENCY</b>	Three times a week (Monday, Wednesday, Friday)
<b>TIMETABLE</b>	15.30 – 18.30
<b>COST</b>	€ 1100,00 + VAT 22%
<b>STAGE</b>	Allowed students to meet the requirements of Article. 18, paragraph 1, letter d of Law 196/1997 and art. 11 of Legislative Decree 13 August 2011. For the activation of the stage is scheduled payment of € 150.00 + VAT 22 % to answering internships ANPA, only upon verification by the same requirements of the participant the performance of the internship. This fee covers the training period from 3 to 6 months exclusively within a single structure. If the student intends to carry out the training period in most structures, for each activation stage it will be necessary to pay the sum of € 150.00 + VAT 22 %
<b>INSTALLMENTS</b>	€ 242,00 + 2 installments of € 550,00 € 242,00 + 12 installments of € 97,50

With the patronage and the collaboration of:

