

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 (SPECIALISTIC LEVEL)

The training course for "Waiter" (specialistic level) organized by ANPA with the high and exclusive patronage of AMIRA (Italian Restaurants and Hotel Maitres Association) and SKAL International, is the third step required by the training program and is addressed to those who have already attended the course for "Waiter - basic and advanced level" and achieved its status of "Chef de Rang/Second Barman", as well as to Commis de Rang, Chef de Rang, Maitres, Barmans, Sommeliers, catering and restaurants operators wishing to upgrade and improve their knowledge on the proper functioning and the management tasks related to the position of Banqueting Manager. The professional profile of the Banqueting Manager has acquired a greater importance in recent years in all those companies that manage banquets and catering services and especially in hotels that organize and host meetings and conferences or in restaurants offering the banqueting service. It is to the Banqueting Manager that the entire organization of receptions, buffets, banquets, parties or business lunches at conferences, meetings, conferences, as well as the creation of major events, is assigned. To the Banqueting Manager is also entrusted the preparation of tastings and food services also during fairs, exhibitions and shows, and the creation of receptions, banquets and buffets in private homes or in particular locations as luxury villas, castles, parks or family events (weddings, christenings, anniversaries, etc.). The Banqueting manager is a sort of director, designer and coordinator of the event, as well as entertainer of guests and customers, with special organizational skills and creative talent, but also in possession of managerial, contractual and administrative skills. The course for "Banqueting Manager" will, therefore, enable the students to acquire all the technical competences required to manage the banquet, starting with a proper expertise in the procurement phase to achieve to a broad knowledge of wine and gastronomy and to the ability to study and choose the best services solutions for the event. It is also fundamental that the Manager knows how to customize the organization of each event on specific clients needs, knowing how to make a conscious assessment of the risks that can happen often in particular locations. The training will permit to obtain a technical and high value professional degree, that will allow the students to carry out properly, in a hotel or in a restaurant, the Banqueting Manager duties in accordance with the best international service standards. The course, theoretical and practical, will take place within the banquet rooms of prestigious hotels and restaurants partners of ANPA. The teaching of the courses is entrusted exclusively to Food & Beverage Manager, Banqueting Manager and Maitres of proven experience and high professionalism.

OBJECTIVE: To train professionals profiles capable of working with the role of “Banqueting Manager” in event organization firms or bar division of international and national hotels and restaurants, through an innovative methodology based on a full immersion training programme of 18 hours, spread in two weeks 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, restaurants and other F&B firms. 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

- **Food Marketing and the composition of the menu and the wine list (6 hours)**
The role of marketing in catering; the functions of the Management; marketing planning and evaluation of the results; the marketing mix for restaurant and catering companies; the life cycle of the product for restaurant and catering companies; the behavioral characteristics of consumers; techniques to determine the degree of customer satisfaction; techniques for composing a balanced menu and a wine list; the choice of wines and beverages; composition and pricing techniques, stages of cost of commodities; preserve crops and production systems; the life cycle of the product in restaurants; the positioning of the restaurant and the quality indicators; the benchmarking competition. The operational management of the Food Cost in a restaurant; the configuration of costs and revenues; planning, monitoring, analysis and corrective action; the target evaluation; accounting factors; allocation of costs and revenues; inventory management; bookkeeping; controllable and uncontrollable factors
- **The role and the functions of the Banqueting Manager (6 hours)**
The Banqueting Manager in different company (restaurants, catering, hotels, banqueting companies); how to sell and manage the different types of banquet (wedding, meetings, private parties, gala dinners ...). The main stages of the banqueting service. The meeting with the principal; Technical design, planning and organization of an event; the inspection of the location; logistics and thunderstorms, technical booking services, drafting programs, the timing, the choice of the location, checking the equipment, permits and authorizations; list of materials and equipment; the definition of the budget for the individual participant and aggregate; the study of the operational plan; ceremonial and etiquette; the choice of flowers and decorations, the music, the gadgets; the dismantling and recycling of materials; final assessments
- **The kitchen and the service staff for banqueting (6 hours)**
Classification, tasks, timing and methods, interpersonal relationships, how to handle and motivate the staff. Types and technical service and mise en place (buffet service, hors d'oeuvres, soups service at table, service guéridon, English, Italian and French service, self-service)
- **Prevention and Safety (optional teaching module - 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 F&B Manager and Banqueting Manager. During the period of training on the job, therefore, the student will test on the field the technical skills acquired during the 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.

START COURSES	Every month
DURATION	18 hours of practical training, with the possibility to carry out a subsequent path of stage from 1 to 6 months in company
PARTICIPANTS	Max 15
FREQUENCY	Three times a week (Monday, Wednesday, Friday)
TIMETABLE	15.00 – 18.00
COST	€ 600,00 + VAT 22%
STAGE	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 %
INSTALLMENTS	€ 232,00 + 1 installment of € 500,00

With the patronage and the collaboration of:



