



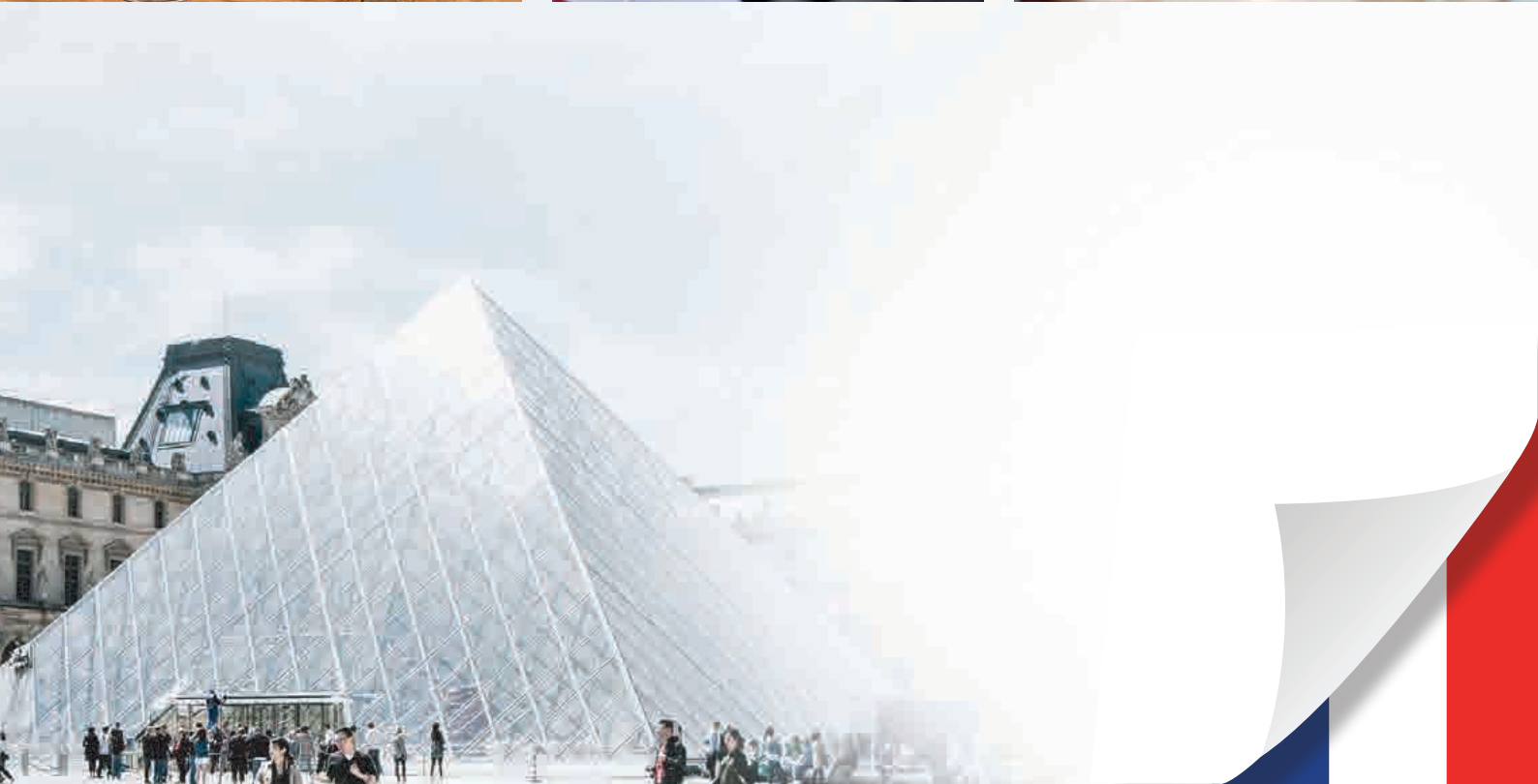
Service à la Française
Exportateur de talents

International brochure

Training

done by

Meilleurs Ouvriers de France





SAF

Service à la Française
Exportateur de talents

Cahier de validation des acquis professionnels
lors d'une formation avec un Meilleur Ouvrier
de France

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SAF

Service à la Française
Exportateur de talents

*Cahier de validation des acquis professionnels
lors d'une formation avec un Meilleur Ouvrier
de France*



Service à la Française
Exportateur de talents

Dear Client,

You would like to see your staff improve and want to show them how valuable they are. You have a demanding clientele and you want a renewed, creative, and lively service. "Service à la Française" (SAF) has been designed to meet these needs. SAF covers 240 professions of the best workers in France; it is at the same time an operator of international projects and organiser of trainings and events. SAF organises and implements international missions worldwide and is led by international specialists.

In terms of training, we have selected 16 crafts such as Chef (gastronomy), Pastry chef, Delicatessen & catering chef, Cheesemonger, Baker, Chocolatier, Ice-cream maker, Barman, Sommelier, Maître d'hôtel and table art, Pressing and Laundry, Hairdresser-visagist for hotel staff, Wellness and SPA, Hotel florist, landscape gardener.

The particularity of our training is that they take place within your establishment; they integrate a "fil rouge" project around which trainings and events are organised, and which will allow trainees to develop their creativity and make this investment profitable.

Enhance your establishment through French excellence training:

- Make use of the "expertise gained" or "acquired know-how",
- Pamper your regular customers,
- Elevate the radiance and image of your establishment,
- Get new customers and develop new commercial offers.

Convinced that SAF can meet your needs, I look forward for a rendez-vous at your establishment.

Vincent LATAPIE,



Founder,
Service à la Française



Service à la Française Experts: Meilleurs Ouvriers de France

France has a tradition that was perpetuated over centuries: it classes, organises, and rewards the best French skilled-workers and craftsmen through organisations such as “Meilleurs Ouvriers de France” (over 100 years) or “Compagnons du tour de France” (over 800 years).

All SAF experts are holders of an “Excellence Award”. They have all been trained in auditing knowledge since they have passed the tests proposed during the competitions. They know how to train since learning is for them the main way to access knowledge.



Frédéric FAURE
Meilleur Ouvrier de France
Landscape gardener
Founding member of SAF

Zoom on “Meilleurs Ouvriers de France” (MOF)

Many craftsmen in France and abroad dream about the MOF in their «blue-white-red collar » The “Meilleurs Ouvriers de France” competition was created in 1924 to promote “the high qualification in the exercise of a professional activity in the artisanal, commercial, service, industrial or agricultural field”. Only the highly skilled craftsmen obtain this medal, hence the admiration it arises.

The competition is divided into 16 groups and assembles 240 crafts including catering and hospitality (hotel industry), construction and architectural heritage, manufacturing, clothing, jewellery, music, and food. More publicised than others of this group, the cuisine-gastronomy class distinguishes the Chefs.

List of Meilleurs Ouvriers de France’s crafts

Catering and hospitality

- Chef (gastronomy)
- Maître d’hôtel
- Sommelier
- Barman
- Gouvernante
- Receptionist

Food professions

- Pastry chef
- Delicatessen and catering
- Baker
- Ice cream maker
- Chocolatier
- Cheesemonger
- Fishmonger
- Primeur

Building trades, heritage architectural and works public

- Carpentry and timber construction
- Joinery
- Cover-ornemanist
- Plumbing, sanitary installation, fontainerie
- Floor tile
- Building smog
- HVAC-heating
- Plaster trades-gypserie
- Masonry
- Art mosaic
- Stone crafts
- Decorative mirrors
- Interior painting decorations
- Marble work
- Metalwork-locksmith
- Art ironwork
- Engraver-ornemaniste
- Architectural models
- Solier
- Occupation of the pool

Textile and leather crafts

- Draftsmen for textiles and wallpapers
- Weaving, silk weaving
- Fabric printing
- Dyeing
- Carpet restoration and tapestries
- Cleaning, primer
- Gainerie and gainerie d’art
- Saddlery

Housing professions: wood and furnishing

- Cabinetmaking
- Joinery in seats
- Turner and tursor on wood
- Wood sculpture
- Restorer of furniture
- Tapestry-decoration
- Upholstery
- Framer-doreur on wood

Restorer of paintings Rentoileur

- Marquetry
- Cooperage
- Basketry
- Pipier
- Traditional lacquer
- Shipbuilding wood and composite materials

Metal crafts

- Art foundry
- Ornamental bronze
- Goldsmith
- Art dinanderie

Industry crafts

- Boilermaking
- Sheet metal work
- Body repairer automotive
- Manual welding of metals
- Tooling, mechanical prototyping
- Electrical engineering

- Forging
- Industrial models
- Art and technique of materials synthesis
- Modeling, construction
- Conception assisted by tooling computer products mechanical
- Automotive technology
- Energy services trades

Earth and glass crafts

- Porcelain modeler
- Porcelain decoration
- Decoration on faience
- Glassware, crystal
- Art stained glass
- Santons
- Pottery
- Ceramic restoration
- Glass blowing with the torch

Clothing professions

- Modiste
- Tailor man
- lingerie, corsetry, bra
- Ready to wear couture-day
- Ready to wear couture-evening

Fashion and beauty

- Lace
- Hand embroidery
- Glove
- Shoes
- Leather goods
- Hairdressing
- Aesthetics, make-up art

Jewellery

- Jewellery
- Jewellery, precious metals
- Polishing in jewellery
- Diamond
- Lapidary, coloured stones
- Fine jewellery crimping

Techniques of precision

- Surgical instruments
- Eyewear
- Dental prosthesis
- Watchmaker-restaurateur
- Armory

Crafts of engraving

- Model engraving, heraldry
- Engraving ornamental engraving
- Engraving on copper and steel
- Glyptic
- Enamelling

Businesses of communication, multimedia, audiovisual

- Printing, communication graphics, multimedia
- Binding
- Slab on the edge
- Gilding
- Graphics, Photography
- Calligraphy
- Illumination
- Digital Imaging
- Animated Image Trades

Crafts related to music

- Lutherie-archery
- Luthrie-guitar
- Traditional instruments

Agriculture and Landscaping

- Landscaped gardener
- Blacksmith
- Saddlery, upholstery, harness
- Floral art
- Food safety

Commerce and services

- Energy efficiency consulting
- Finishing decoration
- Optics and eyewear
- Taxidermy
- Animal grooming



Kevin Chambenoit

Meilleur Ouvrier de France

Maître d'hôtel et Arts de la table





Christophe Davoine
Meilleur Ouvrier de France
Barman
SAF Expert



Training

by Service à la Française



The particularity of SAF's training is to provide «turnkey» training and this is regardless of the country, either through direct immersion in your establishment or through your training center.

We would like to commit to respect your specificity and preserve your difference. To be closer to your needs, our training can be organised as a tailored service with "Meilleurs Ouvriers de France" such as designing fine dining menus, drafting of a wine menulist, a floral design and a garden around your restaurant or an exceptional event: a gastronomic meal, a fashion show amongst others.





Selected crafts



CHEF (GASTRONOMY)



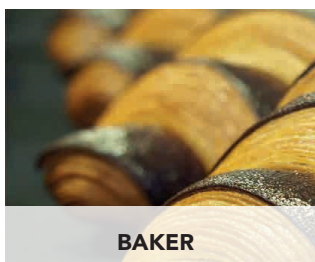
PASTRY CHEF



**DELICATESSEN
& CATERING CHEF**



CHEESEMONGER



BAKER



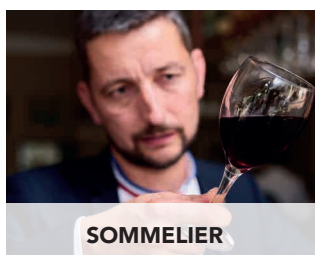
CHOCOLATIER



ICE-CREAM MAKER



BARMAN



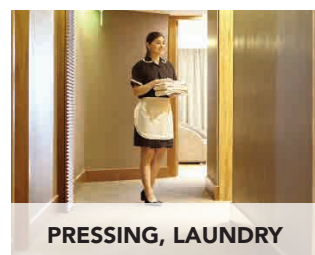
SOMMELIER



**MAÎTRE D'HÔTEL
AND TABLE ART**



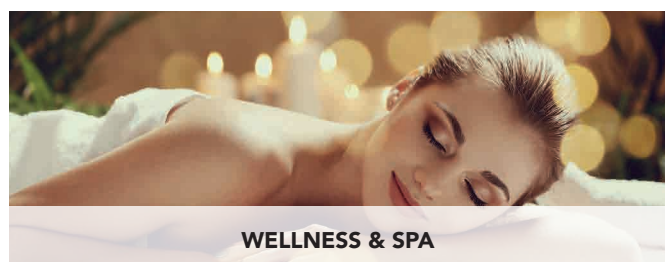
GOUVERNANTE



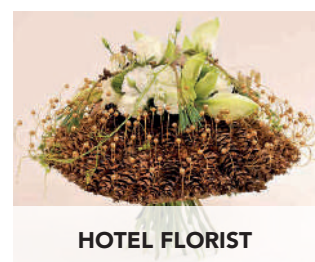
PRESSING, LAUNDRY



**HAIRDRESSER-VISAGIST
HOTEL STAFF**



WELLNESS & SPA



HOTEL FLORIST



LANDSCAPE GARDENER



Presentation of selected crafts



Chef (gastronomy) performs the cuisine, pastry, and the catering work. He has perfect knowledge of the products. He implements all the technical preparation, all types of cooking, simple or complex. He cooks all the products with the help of traditional or scalable materials within the given timeframe. He makes the finishing and dressing on different support by controlling the appropriate temperatures. He shows originality.

Pastry chef does all the confectionery and chocolate in total autonomy. He masters all the basic baking techniques used for creation of various pastries, salted pastry products, baking of products and sugar works, nougatines, chocolates, almond pastry etc. He masters the different techniques for assembling and decorating products.



Delicatessen & catering chef is the guarantor of an ancient culinary tradition (rillettes de Mans, andouilles de Vire, jambon de Bayonne etc.) His speciality: prepare pork-based food. He also works with other meats (beef, chicken, venison), fish, seafood and vegetables and prepares a large variety of appetisers and meals, hot or cold. The delicatessen-caterer cuts and debones the animals himself, sort and distributes the pieces of meat that he salts and smokes before cooking.

Cheesemonger is an expert in dairy products. He perfectly knows dairy products including cheeses (history, production, tasting, preparation). He can stage them in the usual situations of sale, tasting, in presentations such as buffets, trays and exceptional presentations-production of a masterful work. He knows how to choose and refine them to control their evolution to be able to taste their optimum at their organoleptic stage. The candidate is pedagogically able to transmit his knowledge.



Baker carries out all the baking in autonomy. He ensures the production phases of products whatever the condition of the materials by using all the work methods to obtain products of the highest quality. He knows how to make all types of bread, pastries, and catering bakery products. He possesses artistic skills which allow him to highlight his products by using decorating techniques.



Presentation of selected crafts

Chocolatier does all the chocolate and confectionery. He particularly knows chocolates and sugars. He knows and selects his raw materials and rationalises the use of the products. He masters all the base techniques used for production of chocolates and sugars. He makes all the different masses (ganaches and masses de fourrage, giandujas, pralinés, chocolate drinks, interior liquors, hard and soft cooked sugar, masses aérées, fruit pastry, jellies, jams, candied fruits, gums, almond pastry and derivatives).



Ice cream-maker carries out all the ice cream making, pastry and chocolate works in total autonomy. He masters all the base techniques used for production (cooking of sugars, nougats etc.), he makes all the different mixes (crèmes glacées, ice cream, sorbets, parfaits, soufflés glacés, etc.) he makes products composition of cold desserts. He makes decorations which he produces on site. He masters the assembling and decorating techniques. He sculpts the ice and presents its production in a harmonious glazed buffet.

Barman is the specialist of bar history, cocktails and all that is relevant to bartending. He masters the preparation of classic cocktails and the ability to innovate. He is the one who welcomes the client. He advises and takes care of the client throughout the service. Referent of the bar, he shows the extent of his talents and maps out a style that is specific to him.



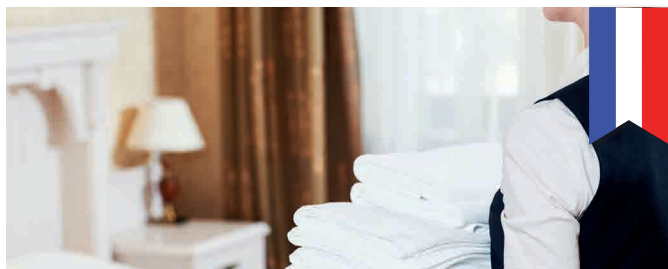
Sommelier oversees the restaurants cellar: he chooses the wines, purchases them, and drafts a varied and original menu to accompany the food of the establishment; He oversees the liquor and alcohol. The sommelier is present in the dining room during service to advise the clients and to conduct wine service. He knows the variety of dishes and works in collaboration with the Head Chef.

Maître d'hôtel is a master in human relations. He participates in the harmony between individuals in a society of which he must know all the codes. His counter-mastery is to ensure the application of standards, and be strict about what the product should be.





Presentation of selected crafts



Gouvernante is responsible for product quality and services related to hotel rooms and common areas within the facility, regardless of its size and its category. He directs, coordinates, supervises and ensures quality work is delivered from the housekeeping team and is in charge of the services offered to the customers within his department. He is in charge of recruitment, animation and training of the personnel within his department.

Pressing, Laundry and dry cleaning expert in the usual framework of his professional activity carries out all the cleaning and finish work autonomously, taking responsibility for his professional actions in accordance with the regulations and standards. He knows the techniques for stain removal, glazing, piping, and finishing. He is capable of dyeing in a traditional way. He is an expert in the maintenance of textiles.



Hairdresser-visagist of hotel staff carries out all the hair care, all colour effects by colouring, permanent shaping of hair. He practices all types of cuts, temporary shaping, and hairstyles. He does personalised urban, classical, fashionable, stylish, and occasional hairstyles, adapting his creation to the morphology and style of his clients.

Wellness and spa expert masters a wide range of treatment and manual relaxing, energising, slimming and toning techniques including foot reflexology, acupressure (Japanese massage), lymphatic drainage for comfort as well as care treatment with water (jacuzzi, affusion shower, jet shower, steam bath, sauna, relaxation cocoon, spa-jet).



Hotel florist executes all day to day work: bouquets, designs of all styles, with plants, accessories, supports and contents, dexterity and technicality. He knows how to make a complex floral arrangement. He has thorough knowledge of the systematic and the biotope of flowers and plants, styles (decorative, plants, linear, pièce de forme, and asymmetry), expression of floral arrangement.

Landscape gardener creates and builds up exceptional gardens (green space, lighting, watering). He is a great connoisseur of plants; he knows how to associate, plant and maintain them. His know-how includes the design and definition of the work, tasks, teams, materials to be implemented, the choice of suppliers, as well as the execution and coordination of the creation and maintenance work. He provides his services on different fields: earthworks, small masonry, mineral soils.





Structure of training

Trainers' immersion

The particularity of SAF's training is to provide «turnkey» training and this is regardless of the country, either through direct immersion in your establishment or through your training center.

We would like to commit to respect your specificity and preserve your difference. To be closer to your needs, our training can be organised as a tailored service with "Meilleurs Ouvriers de France" such as designing fine dining menus, drafting of a wine menulist, a floral design, a garden around your restaurant or an exceptional event: a gastronomic meal, a fashion show amongst others.



Training method

The recommended duration of SAF training is either one week (5 days), or 2 consecutive weeks (10 days) for a maximum of 15 trainees. During the entire duration of the training, the trainees are strictly monitored and advised by the "Meilleurs Ouvriers de France" trainer.

Our training **combines theoretical contributions** in the classroom, demonstrations performed by the trainer, and **practical exercises** allowing the trainees to implement their knowledge and increase their professional dexterity. Between 60% and 90% of the time, training is dedicated to concrete applications. A project is a key element that runs throughout the training session. A test concludes the training session.

All our training sessions are structured around a **tailored project in real-life context** (development of a restaurant menu, wine or cocktail list, technical papers for floral bouquets, chocolate pralines for Christmas, garden...etc.)

We insist on the "practical-useful" side of our training sessions done through immersion within your organisation. These aspects will be reviewed while adapting the Training programme to your convenience.



Project "Fil Rouge"



Audit



Theory



Practice



Event



Theory



Practice



Test



Ceremony



Structure of training

Accompanying trainees

During the week, the trainer completes an **Individual Professional Validation Booklet** that testifies the progress of each trainee. At the end of the session, he will receive a **certificate of successful participation in a professional training carried out and validated by a "Meilleur Ouvrier de France"**. The quality control of the training will be ensured by SAF.

Content of the trainings

The content is presented in the following way and consists of:

- SAF's knowledge audit "point zero"

The "Meilleur Ouvrier de France" trainer assesses the knowledge level through a written test (multiple choice questionnaire) and a practical test (according to previously set objectives). The knowledge audit establishes the "point zero" which will be used to carry out the training and getting to know the trainees. It will also make it possible to assess their progress throughout the training.

- SAF's practical training

The training alternates between theoretical sessions and practical exercises. It is done through a project, with over 60% of practical exercises demonstrating the technical constraints of the Training programme. The idea behind this is for the "Meilleur Ouvrier de France" to share his know-how within the time frame of the training programme and the students to rapidly learn and develop their own skills.

Project "Fil Rouge"

SAF training sessions are **structured around a project in real-time context** (menu, wine or cocktail list, flower bouquets, chocolate pralines for Christmas, educational garden...). We insist on the "practical-useful" side of our training sessions through immersion in your organisation. These aspects will be reviewed when adapting the training programme to your needs.

The Event

For most of the crafts, given the notoriety and excellence of the "Meilleurs Ouvriers de France", the **event constitutes the heart of the training**. It ensures both the motivation of the trainees and the promotion of an organisation showing its capacity to innovate and offer unrivaled or unmatched entertainment for its customers. Finally, **it participates in the funding of the training and beyond**. The SAF team is at your service for the organisation event.

Organisation of the mission

SAF handles everything: clarify the training programme and main events with you, travelling arrangements including visas and the follow up of the training implementation.

SAF training rates

The SAF training rate includes international transportation, trainer's fees and general expenses.





Chef (Gastronomy)



He ensures the implementation with or without help. He implements all the preparatory techniques, all types of cooking, simple or complex cuisine and pastries. He cooks all the products with the help of traditional or scalable materials within the given timeframe.

Objective of the training

Strengthen and deepen the knowledge of the trainee so that he can master all or part of the culinary, pastry and catering which regroup the most complex techniques and skills of the profession (traditional and recent or innovative)

Project

Trainees will have to prepare a three-course meal.

Target

This training course is for professionals having a first experience in cooking, who work or intend to work in a challenging environment.

Training content

The training is structured around fields that are gradually tackled through several exercises carried out throughout the training:

- Technical and material organisation,
- Basic cooking techniques - preliminary and advanced preparation of vegetables, fruits, fishery products, meats, poultry, game etc,
- Basic pastry techniques - puff pastry, creams, application etc,
- Simple and complex cooking techniques, traditional and/or evolving cooking considering regional criteria and/or foreign influence,
- Pastry techniques - cooking, assembling, and dressing of kitchen utensils, a small pastry shop that can integrate the evolutionary techniques of the profession,
- Enhancement of organoleptic prepared delicacy,
- Dressing and presentation of prepared dishes.

Duration

The recommended duration is two consecutive weeks (10 days). Depending on the needs of the trainees and educational objectives, the duration can be reduced to 5 days. In this case, themes will be pre-selected, and the number of practical exercises will be adjusted accordingly.





Training programme

Pastry chef



He carries out all the pastry and chocolate work and masters the basic production techniques. He masters assembling and decorating techniques. He knows how to make a mount or an artistic piece within the framework of a given event. He knows the preservation rules of products and can estimate the cost of his production.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Perfectly master classic pastries,
- Make cupcakes, canapés,
- Make tart,
- Make plate desserts,
- Bake a cake based on a theme or for a ceremony.

Project

The training ends upon realisation of the project. Trainees will be asked to imagine an event and compose pastries around this theme.

Target

This training course is aimed at professionals with a first experience in pastry and working or wishing to work in a challenging environment.

Training content

The training is structured around 5 areas that are gradually tackled through various practical exercises during the 10 days of training. Emphasis is placed on a theme or technique according to the needs of the trainees.

- Pastry: puff pastry (double, inverted), crumble pastry (sweet, shortbread, short crust), raised dough (cakes, madeleines), fermented raised dough (brioche, milk bread), flaky puff pastry (croissant, chocolate bread, raisin bread),
- Creams: butter cream (meringue, custard), pastry cream (muslin, fruit), chantilly and whipped cream, custard, etc,
- Mousses : chocolate, fruit, bavarian, etc,
- Decoration : piping cone, marzipan.

Duration

The recommended duration is two consecutive weeks (10 days). Depending on the needs of the trainees and educational objectives, the duration can be reduced to 5 days. In this case, themes will be pre-selected, and the number of practical exercises will be adjusted accordingly.





Delicatessen & catering chef



He is the guarantor of an ancient culinary tradition (rillettes de Mans, andouille de Vire, jambon de Bayonne etc.) His speciality: prepare pork-based food. He also works with other meats (beef, chicken, venison), fish and vegetables and prepares a large variety of appetizers and meals, hot or cold.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Master the processing techniques of raw materials,
- Produce delicatessen, fine and modern, hot and cold starters,
- Master the basic pastry techniques,
- Master decorating and presentation techniques of cooked meat products,
- Organisation of a buffet.

Project

The training ends upon realisation of the project. Trainees will be asked to imagine an event and create a buffet around this theme.

Target

This training course is aimed at professionals with a first experience in cooked meat and working or wishing to work in a challenging environment.

Training content

The training is structured around 5 areas that are gradually tackled through various practical exercises during the 10 days of training. Emphasis is placed on a theme or technique according to the needs of the trainees.

- The preparation of cooked meat and delicatessen: made from meat (pâté, terrine, galantine, aspic, regional sausages) and made from fish,
- Canapés, nibbles, mini tarts, verrines: salty and sweet,
- Vegetable and fish based mousse,
- Decoration techniques: aesthetic combination of volumes, colours, shaping, carving, topping, and the organisation of a buffet.

Duration

The recommended duration is two consecutive weeks (10 days) Depending on the needs of the trainees and educational objectives, the duration can be reduced to 5 days. In this case, themes will be pre-selected, and the number of practical exercises will be adjusted accordingly.





Training programme

Cheesemonger



He is an expert in dairy products. He perfectly knows dairy products including cheeses (history, production, tasting, preparation,). He can stage them in the usual situations of sale, tasting, in presentations such as buffets, trays and exceptional presentations- production of a masterful work. He knows how to choose them and refine them to control their evolution to be able to taste their optimum at their organoleptic stage. The candidate is pedagogically able to transmit his knowledge.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Deepen one's knowledge of cheese fabrication techniques,
- Know how to make dairy and / or cheese specialties and present a tray or platter,
- Know how to advise a client,
- Make a cheese card and advise on purchases.

Project

The training takes place along with a project. Trainees will be asked to create a cheese card, set a cheese platter, and advise the client on purchases.

Target

This training is for professionals in the kitchen and restaurant service.

Training content

The training is structured around 5 areas that are gradually tackled through various practical exercises during the 5 days of training:

- to deepen your knowledge of European cheese legislation and regulations, history, geography, and regional traditions. Learning different dairy breeds. Learning vocabulary of the profession and the fabrication process,
- to learn how to select products according to their presentation and tasting qualities. Know how to recognise "ready-made" products and those to refine. Learn how to maintain dairy products, cheeses, and cheese maturing techniques,
- to create creamery and / or cheese specialties,
- to learn how to display products on a platter, a buffet, to cut cheeses and serve at the table,
- to advise a client: analyse his needs. To propose a product, to inform on the origin, the composition and the fabrication of the products, to advise on taste, degree of maturity, similar products, use of products, associations.

Duration

The recommended duration is one week (5 days).





Jacques Henrio

Meilleur Ouvrier de France

Charcutier-Traiteur

SAF Expert



Training programme

Baker



He ensures the baking in all conditions using all methods to obtain products of the highest quality. He manufactures, cultivates, and uses all types of pre-fermentation of lactic or acetic acid. He knows how to make all types of bread, pastries and other bakery products.



Objective of the training

Strengthen the foundations and deepen the knowledge of the trainee to enable him to:

- Perfectly master the classics of bakery,
- Bake innovative products,
- Bake products adapted to each company,
- Bake a range of organic products.

Project

The trainee will be asked to prepare a special bread that accompanies a dish.

Target

This training is intended for professional bakers or those having a first experience in baking

Training content

The training is structured around different specialties which will be specified with the client and which are gradually tackled through numerous practical exercises throughout the training.

- The first week will allow alternating between theoretical and practical courses in workshop / laboratory with the objective of having the base to make the following 7 specialties which are discussed in a very detailed way:
(1) Traditional French bread, (2) Yeast bread (3) Rye bread, (4) Rustic bread, (5) Baked puff pastries, (6) Viennese pastries, (7) Decorated piece with bread dough party,
- The second week will allow you to make variations in bread, special breads, salty or sweet bread such as traditional French bread with liquid yeast on score tray, tradi – seeds baguettes, tradi – seeds curry, old bread, honey, hazelnut, raisins, bisaille, bread with wheat, rye and a mixture of seeds with natural yeast, spelt bread with natural yeast on score tray, chocolate cakes, croissant, chocolate bread, rolled, coconut, pistachio, baked passion raspberry éclair, baked praline passion éclair, brioche with liquid yeast, coconut – sugar crumble island delight complete with cane and lime, ciabatta with two olives, savory tarts etc.

Duration

The recommended duration is two consecutive weeks (10 days).





Chocolatier



The Chocolatier Confectionery perfectly masters all the basic work techniques for chocolate and sugars. He masters the different creation and decoration techniques. He can produce an artistic piece illustrating a theme.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Know how to appreciate and preserve the quality of raw materials,
- Know the stages of product transformation,
- Create and shape the mass,
- Make coatings,
- Carry out specialties.

Project

The training ends upon realisation of the project. Trainees will be asked to imagine an exceptional dessert as a side dish.

Target

This training course is aimed at professionals with a first experience in the field of chocolate or pastry and already working or wishing to work in a challenging environment.

Training content

The training is structured around 5 areas that are gradually tackled through various practical exercises during the 5 days of training.

- Knowledge of raw materials: knowledge of products and their varieties (cocoa, chocolate, sugar), knowledge of storage and working temperatures, knowledge of product processing stages,
- Making masses: making ganache and masses filling, pralines, making hard cooked sugars (nougatine, berlingots ...), making soft cooked sugars,
- Shaping masses: shape mono and multi-layer interiors; perform dressing, framing, and detailing,
- Development and coating: developing the chocolate blanket, developing the preparation of sugar coatings, glazing, making chocolate blanket and syrup, mastering the coating techniques (fork, manual),
- Decoration: create simple decorative elements.

Duration

The recommended duration is one week (5 days)



Training programme

Ice Cream maker



He applies his knowledge of the physico-chemical properties of the ingredients and the use of the equipment to develop a wide variety of products. He creates innovative compositions to illustrate a theme. He has a good knowledge of the requirements: cold chain, food safety of classical and innovative frozen products. He makes the different mixes, parfais, frozen soufflés. He makes products that are part of the composition of frozen desserts and their decorations. He masters the techniques for mounting and decorating.



Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Master the characteristics of the ingredients,
- Master the mixing and dosing techniques,
- Master the different protocols for the manufacturing of ice creams, sorbets and slush drinks,
- Know and create attractive presentations.

Project

The training ends upon realisation of the project. Trainees will be asked to imagine an original frozen dessert with attractive decorative elements.

Target

This training course is aimed at professionals with several years of experience in ice-cream making or at a confectioner who wants to work in a demanding environment.

Training content

The training is structured around different areas that are gradually tackled through practical exercises:

- Mastering the characteristics of the materials to produce balanced ice cream, mastering cooking methods,
- Manufacturing of frozen products: Ice-creams, sorbet, slush drinks,
- Parfaits, frozen soufflés, making products that are part of the composition of frozen desserts, fruit pastries, biscuits, coulis, and meringues,
- Decoration and decorative techniques: creating decorative elements (cooked sugars, pulled sugars, nougatine), shaping techniques, other tricks of decorations,
- Conservation regulations of products throughout the production process.

Duration

The recommended duration is two weeks (10 days). Depending on the needs of the trainees and educational objectives, the duration can be reduced to 5 days. In this case, themes will be pre-selected, and the number of practical exercises will be adjusted accordingly.





Barman



He possesses an in-depth knowledge of the products and drinks used. He has perfect control over making of classic cocktails and the capacity to innovate. He advises clients and knows how to entertain.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Know how to make classical and modern cocktail,
- Manage as much as possible his working environment,
- Create cocktails according to an event,
- Create a festive and friendly atmosphere in the bar.

Project

The training will end upon setting up a project. Trainees will be asked to imagine an event and compose cocktails around this theme and design the entertainment at the bar.

Target

This training applies for professionals with a first experience as a barman and working or wishing to work in a challenging environment.

Training content

The following areas will be gradually tackled through practical exercises:

- Knowledge of the work environment: managing supplies and knowledge of the rules for conservation of products and equipment and its use (shaker, mixing glass, glassware), organisation and setting up of the bar,
- Knowledge of cocktails: classification of cocktails, basic ingredients of traditional cocktails, knowledge of herbs, spices and edible flowers, knowledge and location of the main appellations of the vineyards, good practices concerning the handling of equipment,
- Creation of cocktails: Blind tasting and commenting on a cocktail, principles for realisation of cocktails (choice of ingredients, choice of glassware, respect of dosages, techniques of pouring), creation of alcoholic and non-alcoholic cocktails, creation of innovative cocktails, mastering of the decorations and the effects (colours, decoration, taste), development of cocktail technical sheets,
- Entertainment and customer relationship: know the tastes of the client and advise him on a cocktail, create a menu, simple tips for bar decoration, imagine and implement an entertainment accompanied by cocktails created for the occasion.

Duration

The recommended duration is one week (5 days). Depending on the needs of the trainees and educational objectives, the duration can be increased to 10 days. In this case, themes will be pre-selected, and the number of practical exercises will be adjusted accordingly.



Training programme

Sommelier



Through his knowledge in tasting and gastronomy, he ensures the service of wine and other drinks. He knows how to advise by sharing his knowledge and proposing to the customers a choice of relevant wines to accompany a dish. He serves wine at optimal temperature, in the adapted glassware and within service regulations. He manages and supplies his cellar.



Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Master the characteristics of the main vineyards in the world,
- Identify a client's taste and advise him,
- Create wine-food combinations that are both classic and original,
- Manage the cellar and the wine list to the maximum.

Project

The training ends upon realisation of a project. Trainees will be asked to formulate a wine list and justify their choice.

Target

This training course is aimed at professionals with several years of experience in the field of oenology or working as sommelier, working or wishing to work in a challenging environment.

Training content

The training is structured around 5 areas that are gradually tackled through numerous practical exercises.

- The basics of oenology: the techniques of viticulture and winemaking, the history of vineyards, conservation techniques,
- Tasting: the phases of tasting, the differentiation of flavours and aromas, and the influence of the terroir,
- Pairing of wines with food and customer service: fashionable and innovative alliances, accompaniment of the meal,
- Service and customer relations: wine service protocol, customer advisory techniques,
- Management of wines: management of the cellar and stocks, development of a menu, assessment of the economic impact of the choices made.

Duration

The recommended duration is one week (5 days).





Laurent Derhé

Meilleur Ouvrier de France

Sommelier

SAF Expert



Training programme

Maître d'hôtel



He is a master in human relations. He participates in the harmony between individuals in a society of which he must know all the codes. His counter-mastery is to ensure the application of standards, and be strict about what the product should be.

Objective of the training

Consolidate and deepen the trainee's knowledge to enable him:

- To improve the organisation of his work and that of his team,
- To master customer relationship,
- To master the finishing operations of the dishes and the service of the wines and to better manage his teams.

Project

The training ends with the completion of a project. Trainees will be asked to provide a real-life service with MOF Trainer as client and applying what was learnt during the training. The whole team in the room will be asked to contribute for this service.

Target

This training is aimed at professionals with a first Maître d'hôtel experience who wish to strengthen their knowledge to practice in a challenging environment and to newly appointed Maître d'hôtel.

Training content

The training focuses around 4 modules that are gradually covered through practical exercises and theoretical input.

- Activities prior to the service: prepare and conduct the briefing with the kitchen team, prepare and conduct the briefing with the teams in the room, supervision of the set-up and the table plan,
- The customer relationship: customer reception and individualisation of the relationship, advise the customer and take the order, manage claims,
- The course of the service: facilitate the fluidity and the quality of the service in room, coordinate the activities between the room and the kitchen and know how to regulate the orders,
- Specific service operations: cutting of meat, fish, lightning of flambé, knowledge of the wine list, advising the customer, and serving the wine.

Duration

The recommended duration is two consecutive weeks (10 days).





Gouvernante of hotel services



Gouvernante is responsible for the product quality and services related to the hotel rooms and common areas within the facility, regardless of its size and its category. He directs, coordinates, supervises and ensures quality work is delivered from the housekeeping team and is in charge of the services offered to the customers within his department. He is in charge of recruitment, animation and training of the personnel within his department.

Objective of training

Strengthen and deepen the knowledge of the trainee to enable him: to improve the organisation of his work and that of his team, master the customer relationship and master the tasks related to the quality of services.

Project

The training ends upon the completion of a project. The trainees will be put in actual professional situation composed of several scenarios or sequences of work covering the specific activities of the craft.

Project training

The completion of the training will be to provide a room service in real situation. The training will be implemented with the aim of achieving the most perfect service possible.

Training content

The training is focused around 5 modules which will be progressively covered through practical exercises and theoretical contributions:

- Activity of the department or service: design and / or participate in the development of "manuals" of procedures, planning and support of organisation and forecast in accordance with the policy of the establishment: elaborate cleaning protocols, forecasts of linen and cleaning needs,
- Design/Organise team work: prepare the day's schedule, and periodic maintenance activities and set implementation priorities; Implement personalised reception (wedding ...); Evaluate needs and establish orders with service providers for customer service: florist, launderer, service companies,
- Manage professional and regulatory planning for customer comfort: set up and track customer file; Organise, set up the specific facilities and installations, according to the standards of reception, and comfort, according to the internal instructions; Adapt products, services, innovations to customer requirements. Communicate and respond to customer requests during their stay. Manage claims, incidents, lost items, etc,
- Supervise/Control/Optimise the quality of hotel service: Evaluate and adapt the level of quality of services provided in accordance with the quality standards,
- Manage the team and communicate with employees and partners: transmit rules of behaviour and professional dress codes in relation to corporate image and standards; Readjust the work schedules of the staff; Detect and respond to serious and imminent hazards in the facility.

Duration

The recommended duration is one week (5 days).





Training programme

Pressing, laundry



The hotel pressing laundry dry cleaning expert in the usual framework of his professional activity carries out all the cleaning and finishing work autonomously, taking responsibility for his professional actions in accordance with the regulations and standards. He knows the techniques for stain removal, glazing, piping, and finishing. He is capable of dyeing in a traditional way. He is an expert in the maintenance of textiles.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to plan all the cleaning and finish works that reunite the techniques and skills of the trade, highlight his creative abilities, deepen his mastery of the regulations and the know-how of the profession. The training will allow for learning of the fundamental techniques: stain removal, cleaning, finishing cut, processes such as glazing, piping, implementation of traditional dye, use of traditional and modern techniques and optimal organisation.

Project

The training will occur around the cleaning and the integral finishing of a hotel room/suite; it will end with the critical assessment of the work done.

Target

This training is aimed at professionals and trainees with a first experience.

Training content

The training is structured around the following modules:

- Operation of hotel laundry: «business activity”, management of laundry service,
- Processing techniques: assess the processes used, choice of material and products in accordance with the textiles and explain the risks of possible accident with the concerned fibres,
- Catch up: catch up on silk fibrillation by the trainer, use the appropriate technique, find the quasi-initial aspect of the piece,
- Dyeing: design and create a dye on natural fiber, produce a book retracing the method used, demonstrate the consistency and homogeneity of the dye,
- Remove: recognise and identify the task at hand, eliminate a stain from a delicate textile in a maximum of ½hr, choose the appropriate method, use adequate products,
- Glazing: glaze or pipe an item, use the appropriate tools,
- Prepare: refurbish two or three particularly delicate garment, iron clothes (ironing on site, but cleaning and finishing done beforehand), and give form to attire.

Duration

The recommended duration is two consecutive weeks (10 days).





Hairdresser visagist for hotel



He performs all the hairdressing work, by taking and fulfilling responsibilities of his actions within the specified health and safety regulations. He carries out all hair care, all colour effects by colouring, wicking and gradient colouring and performs all styles of permanent hair shaping.

Objective of the training

The purpose of the training is to allow the hairdresser visagist to style the hair of the hotel staff.

Strengthen and deepen the knowledge of the trainee to enable him to do hairstyles that bring together techniques and skills of the trade, put forward his creative abilities, strengthen his mastery of the regulations and knowledge of the trade. The training will allow for learning of the fundamental techniques: cuts, colouring, shaping and traditional processes: Crimping, iron rippling; roots and tips work, straightening. It must also be an opportunity to learn innovative techniques and to acquire knowledge of hair sculpture, shape, volume, and morphology.

Project

The training is structured around a relooking of the hotel staff (receptionnist, manager, gouvernante etc). It will end with the critical assessment of the work done.

Target

This training course is aimed at established professionals.

Training content

The training is structured around one module per week and various themes that are gradually tackled through numerous practical exercises during the 10 days of training. Emphasis may be placed on a theme or technique depending on the needs of the trainees.

- General training (week 1): colourimetry: reminder of basics and work on swatches: identification and choice of colours – colouring and highlights: definition of colour and highlight application on a live model – men's hairstyle: cut techniques with use of different tools (scissors, feather and razor) – women's hairstyle: Shaping of permanent classic cuts and new trends,
- Innovation and cosmetology (week 2): knowledge of the most innovative techniques – hair sculpture, shape, and volume – cosmetology and morphology: how to highlight a face, how to analyse a face, morpho – hairstyle proportions, recognise the different types of faces, analyse the style of the client, understand the wishes of the client, harmonise the shape of the hairstyle according to the face's morphology.

Duration

The duration is two consecutive weeks (10 days).





Barbara Sonnery Cottet

Meilleur Ouvrier de France

Wellness and Spa

Board Member SAF



Wellness and Spa



This training is aimed at the whole SPA team of luxurious establishments that wish to assess and improve their practices and operation in the fields of reception, service or "grooming". Training is offered in a wide range of care to acquire the mastering of manual techniques. The practical trainings can be complemented by tools adapted for care and massages. The SPA trainings help to reinforce existing knowledge as well as to acquire new knowledge.

Objective of the training

This high-level training is aimed at Hotel Spas and luxurious establishments concerned about the quality and refinement of their care and personnel. This training allows for the assessment and reinforcement of the level of professionalism and knowledge of your personnel and the care provided in your Spa and for the implementation of a specific training plan specifically for your establishment.

Term of trainers

Our training is proposed in pairs. It is conducted by a "Meilleur Ouvrier de France", who is a beautician specialising in facial care and body care and another expert specialised in the luxurious spa world. This pairing will allow for optimisation of the training provided. In the professional training world, the trainings are carried out by one person, which reduces the availability of the trainer and the exchange of interactions with the trainees. The listening quality and responsiveness of the complementary pairing increases motivation and dynamism of the course; by promoting productivity, team spirit and corporate strategy.

Target

The initial duration of the service is fixed for 2 weeks (out of which 1 week is for audit) which will conclude with a restitution in front of the Spa team.

Trainers

The main trainer, a "Meilleur Ouvrier de France" will be accompanied by a second trainer "the mystery client", whose identity will not be revealed to the Spa team. "The mystery client" is a recognised professional who has been working in the luxury field for years.

Training content

The initial service is composed of one week of audit and one week of intensive training; refresher training is identified by the audit as being the most urgent. The initial service will lead to a presentation of a training plan, of 2 to 5 weeks, depending on the outcome of the audit and the customers' training wish. The training plan may include all or some of the following 10 modules.

Audit

An audit of knowledge, personnel and operation of Spa will be carried out over one week, according to the number of Spas to be assessed. It will start with the visit of the "mystery client" (trainers 1 and 2) who will be revealed at the end of session. This audit complemented by a personalised questionnaire will review the greeting and overall care received. The audit report will be shared with the team and management, and will be the subject of recommendations which will serve as a guide for more urgent refresher training and establishment of a training plan amongst the following 10 modules.



Training programme

Training Modules

The training modules can also be carried out separately.

Training Module 1: Greeting and welcoming of client in a High-end Spa

S.E.R.V.I.C.E – SPA's Quality Criteria respecting values «LQA » - Respect of others – Concentration and relaxation – Sense of hearing – Availability, involvement, self – control – Ergonomics, security, comfort – Management of energy



Training Module 2: « Grooming » in Spa and Luxurious Hotel

The know-how in the luxury world – appearance – first impression – language, attitude and appearance of the luxury SPA technician



Training Module 3: Knowledge of the work place

The different professional spaces – the environmental factors – assessment of health and safety risks – health regulations – professional contamination – decontamination – rules on the use of UV radiation devices – professional equipment



Training Module 4: Facial/ neck/ neckline/scalp care

Adapting to the types of skins (dry, oily, normal) – Adapting to the condition of the skin (sensitive, lackluster, senescent) – Men, women or adolescent special – Scalp



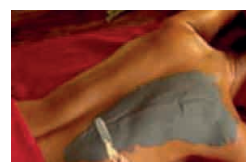
Training Module 5: Aesthetic Facial/ neck/ neckline/scalp massage

Relaxing – Toning / anti – ageing – face and skull acupressure



Training Module 6: Body care (scrubs – wraps)

Scrubs and exfoliations – Body wraps – Slimming care – Mud and algae based products – Specific care for legs – Specific care for the back – Specific care for the chest



Training Module 7: Aesthetic body massages

Initiation and Awakening Ritual in Californian Massage « Deep Tissue » - Swedish muscular type massage – Body acupressure – Aesthetic Body Lymphatic Drainage – Hot stones/ shells care – Aesthetic Lymphatic Drainage (VODDER method) – Slimming and toning: kneading, palpated/ hand roll, mechanical technique – Anti – ageing: reflexology massage technique: smoothing of the skin – light legs: soft and superficial decongesting gesture massage adapting to physiology of blood back flow



Training Module 8: « Hands/ Feet »

Specific care for the hands – Specific care for feet – “Girly mani/ritual pedi” care



Training Module 9: Beauty makeup/ Classic wedding makeup

Beauty treatment after care – Natural make-up / “nude” – Glamorous make-up – «Night at the restaurant » make-up



Training Module 10: Massage in humid area

Massage and scrub under affusion shower – Ceremonial Hammam, Black soap scrub, Sauna – Aesthetic – Jet Shower – Spa Jet



Pascal Phaner

Meilleur Ouvrier de France

Floral Art

SAF Expert



Training programme

Hotel florist



He executes all the routine work with dexterity and technicality. He can execute a complex floral arrangement within a given theme, style, with specific techniques, identification of plants, balance and harmony of regulations. He possesses knowledge of the cost of a floral arrangement.

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to:

- Be conversant with design techniques of floral arrangement,
- Master and know how to realise different decorative styles,
- Know how to transcribe movements and expressions in floral arrangements,
- Create flower arrangements which correspond with an event.

Project

The training ends upon realisation of the project. Trainees will be asked to imagine an event and design one or more flower arrangements illustrating the theme.

Target

This training course is aimed at professionals having first year experience in the florist field and who works or wants to work in a demanding environment.

Training content

The training is composed of modules that are gradually tackled through practical exercises.

- Expressions and movements in floral arrangements: parallel, asymmetry, blurred, fluid, active, bunch, plants, textures and colour movements, plants morphology, balance, proportions, and volumes,
- Hydration and shaping techniques: stitching, binding, mounting, pinning, rigging, foam, bulb,
- Decoration elements: foliage, branching, jewellery,
- Design of classical and innovative floral arrangements: wedding, anniversary, accompanying an event.

Duration

The recommended duration is two consecutive weeks (10 days).





Landscape gardener



The landscape gardener develops and maintains green spaces. He imagines and implements interior plant decorations. He masters different landscaping work by focusing on the cleanliness of the site. He elaborates a plan and executes the project on site. He prepares the soil and does the planting. He applies the necessary care for the proper development of plants. He constructs landscape works (tiling, paving, low walls, edges).

Objective of the training

Strengthen and deepen the knowledge of the trainee to enable him to innovate and create a landscape project and possess all the tools for its realisation within the regulations.

Project

The training ends upon realisation of a project. Trainees will be asked to imagine and develop a green space, exterior or interior, with aesthetic and originality.

Target

This training course is aimed at amateurs and professionals with several years of experience who wants to work in a challenging environment.

Training project

The training for landscape gardeners will be structured around an educational project in a real-life situation, an educational garden or signature garden. In the case of several groups the training could result in a competition of the best garden based on the techniques and aesthetic.

Training content

The training is structured around 4 modules that are gradually tackled through numerous practical exercises and theoretical contributions during the 10 days of training.

- Concept of gardening, history of gardens, art and aesthetics,
- Design a landscape garden from A to Z: know how to read a plan and diagram, make a plan or diagram, design a plan with contours, qualitative – botanical concept: use of various endemic plants, variety of colours and compatibility – the plants: choice of plants (volume, colours) to achieve overall aesthetic effects, the protection of plants, preparation of the planting pits – watering: watering trough, design a watering pit adapted to the site, watering concept, watering plan – fountains and basins – lighting: lighting concept, design an artistic lighting adapted to the site, lighting plan – small civil engineering: design a tiling, paving, low walls, edges
- Plan and maintain a landscape project: tiling, paving, low walls, edges, plants, lighting, watering – preparation of soils: earthworks, drainage, weeding, digging – the size and maintenance: trees, shrubs, bed plants, climbing plants, the development of the overall aesthetic effects and maintenance of considerable size, treatment of plants – maintenance of cutting material (disinfection, sharpening),
- Drafting of the maintenance booklet of the garden (plants, materials).

Duration

The duration is two consecutive weeks (10 days).



Frédéric Faure



Frédéric Faure

Meilleur Ouvrier de France

Landscape gardener

Founding Member of SAF









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