



Service à la Française



PASSPORT
*“Journey towards
Professional Excellence”*
BOOKLET

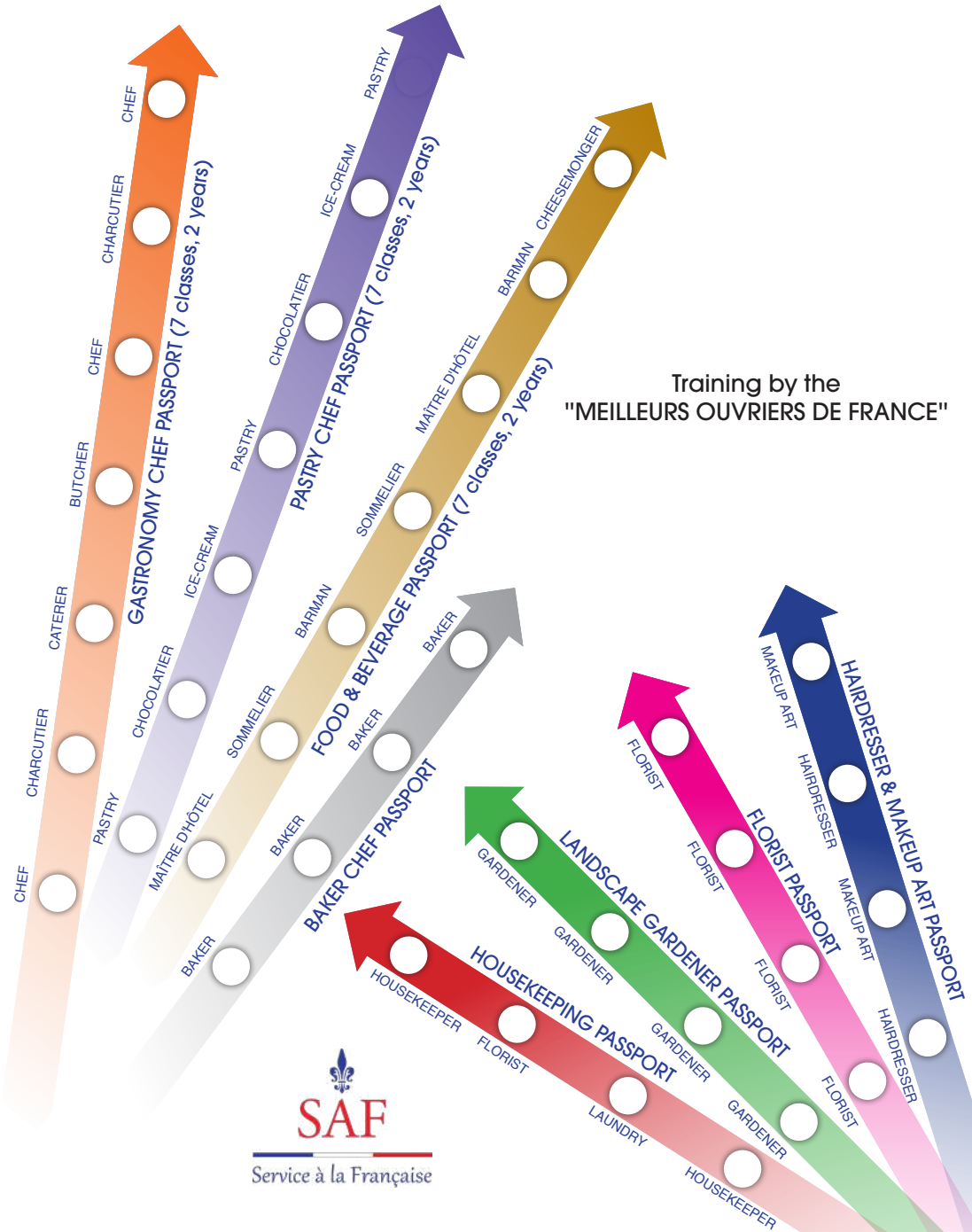
Training by the “MEILLEURS OUVRIERS DE FRANCE”



**8 Journeys, 15
crafts**

- Gastronomy Chef Journey
- Pastry Chef Journey
- Food & Beverage Journey
- Baker Chef Journey
- Housekeeping Journey
- Landscape Gardener (hotel) Journey
- Florist (hotel) Journey
- Hairdresser & Makeup Art Journey

8 JOURNEYS, 15 CRAFTS



Training by the
"MEILLEURS OUVRIERS DE FRANCE"



Service à la Française

SUMMARY

- 01 WHO ARE WE
- 02 OUR CLASSES
- 03 DISCOVER US
- 04 PASSPORTS SAF “JOURNEY TOWARDS PROFESSIONAL EXCELLENCE”
- 05 SAF TRAINING FRAMEWORK: SAF EXCELLENCE ACADEMY
- 06 CLASSES IN HOTEL HOSTED “ACADEMIES”
- 07 THE PARTNERSHIP “JOURNEY TOWARDS PROFESSIONAL EXCELLENCE”
- 08 EXCLUSIVE, SEMI-EXCLUSIVE OR INDIVIDUAL FORMULAS.
- 09 FREQUENTLY ASKED QUESTIONS



Service à la Française



GASTRONOMY CHEF
“MEILLEUR OUVRIER DE FRANCE”
MEMBER OF SERVICE À LA FRANÇAISE

01 WHO ARE WE

SERVICE A LA FRANCAISE is a french organization whose main goal is to globally export the talents of the “Meilleurs Ouvriers de France” for the conduct of trainings and implementation of projects.



SERVICE A LA FRANCAISE "MEILLEURS OUVRIERS DE FRANCE" EXPERT TRAINERS

The “Meilleurs Ouvriers de France” are the best French craftsmen in relation to 240 crafts (Best Gastronomy Chef, Best Florist, Best Gardner ; all of them are competition winners and are awarded with a medal which is personally awarded by the President of the French Republic.

02 OUR CLASSES

You can find the films of our classes on our YouTube channel “Service à la Française - SAF”.





Service à la Française



BAKER CHEF
“MEILLEUR OUVRIER DE FRANCE”
MEMBER OF SERVICE À LA FRANÇAISE

03 DISCOVER US

Training by the "Meilleurs Ouvriers de France"

- **The SAF organisation offers high-level professional training** sessions delivered by the “Meilleurs Ouvriers de France” (best sommelier, best barman) dedicated to hospitality industry.
- **15 specific crafts have been opened for trainings:** chef, butcher, "charcutier", caterer, pastry chef, chocolatier, ice cream maker, baker, barman, sommelier, housekeeper, cheesemonger, hairdresser, make-up, florist, landscape gardener.
- **Our offer is suitable for international hotel groups:** training that can take place in different countries, developing specific signatures in a country or in a hotel (example pastry signature).
- **Classes' set-ups are simple and few hardware and product are needed.** SAF trainers carry out their practical training (demonstration) in one of the hotel's conference rooms and near the main kitchen for food related classes.
- **8 original Journeys with 3 levels of passport of 2 years each,** “Professional”, “Advanced” and “Excellence” are proposed. Each passport consists of either 4 or 7 training sessions of 4 days by the “Meilleurs Ouvriers de France”.
- **Each passport combines complementary specializations** (example pastry passport that brings together pastry chef, chocolatier, ice-cream maker).



- **The Journey combines training sessions** with various practice intervals at the workplace in order to implement the newly acquired skills.
- **A test is carried out at the completion stage of each passport.**

A "staff stabilisation mechanism"

The commitment of the passport owner over 2 years (passport duration) until the final test provides a solution to stabilize the employer's staff. The employer may even reinforce the stabilization by delivering the trainee's passport only upon completion of the whole Journey.



Service à la Française



**MAÎTRE D'HÔTEL AND TABLE ART
"MEILLEUR OUVRIER DE FRANCE"
MEMBER OF SERVICE À LA FRANÇAISE**

04 PASSPORTS “SAF JOURNEY TOWARDS PROFESSIONAL EXCELLENCE”

The training programme towards Professional Excellence alternates between 4 days classes and on-going practice within the company. Each Journey is materialized by a SAF Passport “*Journey towards Professional Excellence*”.

Each passport consists of either 4 or 7 training sessions with each session lasting 4 days and delivered by a “Meilleur Ouvrier de France”.

SAF proposes 8 original Journeys, with three levels of passports of 2 years each, namely: “Professional”, “Advanced” and “Excellence”.



The passport “*Journey towards Professional Excellence*” incorporates :

- (i) a profession of faith in which the passport holder commits himself/herself to personally progress and in turn, make the company progress ;
- (ii) job competency for each craft which will act as a guideline for test calibration purposes.

Evaluation of passport holders

There are 2 types of tests: multiple choice questionnaires (MCQs) after each training sessions and a final test.

Upon the completion of all the training sessions comprised in the participant’s passport, a final test will be conducted by one of the “Meilleurs Ouvriers de France” in order to validate the knowledge and practical competency of the participants. The final test will consist in an oral assessment in one of the crafts of the passport chosen at random.

The final overall mark will comprise of the average of the multiple choice questions accounting for 50% of the overall mark and the final test accounting for 50% of the final marks.

The passport holder with the highest score will receive the SAF medal.





Service à la Française



**EXECUTIVE HOUSSKEEPER
"MEILLEUR OUVRIER DE FRANCE"
MEMBER OF SERVICE À LA FRANCAISE**

05 SAF TRAINING FRAMEWORK: SAF EXCELLENCE ACADEMY

SAF carries out its training sessions in "Excellence Academy" hosted in 5 stars hotels that receives the "Meilleurs Ouvriers de France". The host hotel will benefit from certain advantages related to the corresponding craft such as free training, garden or floral projects, processed products, events, visibility, among others.



06 CLASSES IN HOTEL HOSTED "ACADEMIES"

The class is more of a demonstration session with **70% thereof being dedicated to practice**, during which the SAF trainer shares his expertise with his class.

The need for products and material is therefore limited. Participants will be given the opportunity to, in turn, practice alongside the SAF trainer "Meilleur Ouvrier de France".

The class will follow the job competency contained in the passport. Each class will be validated by the "Meilleurs Ouvriers de France" with a signature and a stamp in his passport. Where applicable, the SAF trainer will be able to add his personal appreciation (such as "Excellent Professional" for instance). During the class, the participant will receive the course materials that will allow him/her to practice between classes.



SAF

Service à la Française



**LANDSCAPE GARDENER
"MEILLEUR OUVRIER DE FRANCE"
MEMBER OF SERVICE À LA FRANÇAISE**

07 THE PARTNERSHIP “JOURNEY TOWARDS PROFESSIONAL EXCELLENCE”

A partnership between SAF and an hotel group will be developed to implement the corporate approach (exclusive or semi-exclusive).

As part of this partnership, the hotel group selects the 2-years' courses from the 8 available passports "Journey towards Professional Excellence".

8 PASSPORTS	NUMBER OF CLASSES (OVER 2 YEARS)	CLASSES BY MEILLEURS OUVRIERS DE FRANCE
Gastronomy Chef	7	Chef, "Charcutier", Caterer, Butcher
Pastry Chef	7	Pastry, Chocolatier, Ice-cream maker
Food & Beverage	7	"Maître d'hôtel" & Table Art, Barman, Sommelier, Cheesemonger
Baker Chef	4	Baker
Housekeeping	4	Housekeeper, Laundry, Florist
Landscape Gardener (hotel)	4	Gardener
Florist (hotel)	4	Florist
Hairdresser & Makeup Art (Grooming hotel)	4	Hairdresser (hotel), Make-up art (hotel)

08 EXCLUSIVE, SEMI-EXCLUSIVE OR INDIVIDUAL FORMULAS

If the hotel group hosts the “SAF Excellence Academy”, it can choose an “Exclusive” formula with only 20 participants from the group, or “Semi-exclusive” with 10 participants only from the group and the possibility for SAF to complete with other hotels outside the group. However, in the “exclusive” formula, the passports can be modified or adjusted to a certain extend with the guidance of SAF.

If the hotel group does not choose either the “Exclusive” or “Semi-exclusive” formula, it can still individually purchase SAF Passports for the staff of its choice. Provided that there are ongoing SAF training sessions in its country. In such a case the hotel will be invited to sign a “Hotel Excellence Charter” as a commitment to provide the necessary means allowing the participants to put into practice their newly acquired skills.



Service à la Française



FLORIST
“MEILLEUR OUVRIER DE FRANCE”
MEMBER OF SERVICE À LA FRANÇAISE

09 FREQUENTLY ASKED QUESTIONS

UNDERSTANDING THE “JOURNEY TOWARDS PROFESSIONAL EXCELLENCE” AND “PASSPORTS”

THE CLASSES

Question 1: What is SAF Excellence Academy?

It is a hotel that hosts the classes of a course and benefits from free seats for its staff members, as a counterpart for the comprehensive organization of the class and the accommodation of the "Meilleur Ouvrier de France". The hotel hosting the course can develop a specific signature without using its training budget.

Question 2: What is the duration of the classes and how are they structured?

The intensive training classes last 4 days and take place every 4 months (depending on the passport). They comprise of 70% practice and 30% theory. The practical part consists of a demonstration whereby the SAF trainer executes and shares his expertise with his class whilst involving the trainees.

THE JOURNEYS AND THE PASSPORTS

Question 3: What is the difference between a “Journey” and a “Passport”?

Passports include complementary classes (pastry, chocolate, ice cream) around a profession (pastry chef) and a profession of faith in which the holder of the passport undertakes so as to progress on his own between the different classes. The journey represents the progress of the trainee until the final test.

Question 4 : Can I have more details on the tests?

There are 2 types of tests: multiple choice questionnaires (MCQs) after each training sessions and a final test. Upon the completion of all the training sessions comprised in the participant's passport, a final test will be conducted by one of the "Meilleurs Ouvriers de France" in order to validate the knowledge and practical competency of the participants. The final test will consist of an oral assessment in one of the crafts of the passport chosen at random.

The final overall mark will comprise of the average of the multiple choice questions accounting for 50% of the overall mark and the final test accounting for 50% of the final marks (or other present that has been considered jointly with the group as part of an exclusive offer).

Question 5: My group has 25 hotels in different countries. Can a SAF training course by the Meilleurs Ouvriers de France be set up in different countries and benefit all my hotels?

In the case of an “exclusive” formula, the course can benefit all your hotels. For example, the “Pastry Chef” passport combine 7 classes and 3 crafts (pastry, chocolate, ice cream), you can ask each hotel to assign a participant and specific hotel to host the Pastry SAF Excellence Academy.

Question 6: What can be the added value for a group of 9 hotels 4* and 5*?

Our Journeys can be very important for a group of this size. You can take the opportunity to strengthen your internal academy and stabilize your best staff members in the long term. You can truly improve the quality of service if you accompany your trainees in the practice of what they have learned or to transmit what they learned (train the trainer). We believe that a trained person can lead and grow between ten and twenty staff, depending on his position.

Question 7: I have a group of 15 hotels and I would like to set up the exclusive formula for 1) Chef, 2) Florist and 3) Food and Beverages (F&B). How to proceed?

We will establish a partnership, a calendar of classes where you will choose the themes of classes and assign a hotel of your group that will become your “Excellence Academy”. From SAF side, we will prepare the detailed classes’ programs with the “Meilleurs Ouvriers de France” trainers in compliance with the business standards as well as the list of necessary products and materials for the classes. Then, we will arrange for the local presence of the “Meilleurs Ouvriers de France” according to the calendar and in the hotel where the classes will take place (the Excellence Academy). After the first class, SAF will deliver passports to the hotel group according to the list of participants.

Question 8: SAF is already established in the country. Can I send my staff even though classes have already started?

Yes, at all times. However, you will need to sign a partnership with us by specifying the number of passports you want to book, thus committing that your firm will take all reasonable measures which will allow your staff to put into practice their newly acquired skills between classes.

Question 9: Is it possible to adapt and customize the passports, to eliminate some crafts and limit the duration of a passport to 1 year instead of 2 years?

The passports were established by the “Meilleurs Ouvriers de France” for a number of classes and for a certain duration. The time between classes makes it possible to practice. Duration is also important to stabilize your staff. However, in the “exclusive” formula, you can adjust the length of the passports and thus create an “accelerated” formula to a certain extent with the guidance of SAF.

Question 10: My group already has an Academy, how can the SAF courses be used?

Our passport system is complementary to your Academy, for instance you can thus engage the trainers of your academy in these courses or train your best professionals (pastry chef, chef etc.). They will benefit from the expertise of the “Meilleurs Ouvriers de France” and can then transmit it to your staff in their quality of trainers and develop internal training or simply practice.

CHOICE OF CORPORATE FORMULAS

Question 11: What is the difference between the “exclusive” and “semi-exclusive” or “individual passport” corporate formulas?

- The exclusive formula concerns only the group’s staff, it allows a group to choose their Journeys and organize the classes as they wish (in a single hotel or in different hotels in the same country or in different countries).
- The semi-exclusive formula is limited to a country where a SAF office is located. Classes are open to participants outside the hotel group. In some cases, for a country like Qatar which groups together different hotel groups and does not have a SAF office, the hotels can meet and regroup the number of trainees required.
- If the group does not want an exclusive or semi-exclusive formula, they may purchase passports for their staff and join an existing course if a semi-exclusive formula is already available in the country.

Question 12: How many participants do you need for an exclusive and semi exclusive formula?

Minimum 10 participants per hotel group for a semi-exclusive formula and 20 participants for the exclusive formula.

Question 13: I would like to set up a "semi-exclusive" formula in Dubai for my hotel group, is it possible?

Yes, it is possible because we have a SAF representative on the spot.

DEVELOP AN HOTEL "SIGNATURE" : GARDENING, CHOCOLATE, HOUSEKEEPING, TABLE ART (...)

Question 14: How is it possible to specialize a hotel in my group by developing a "chocolate" signature for an exclusive formula?

For the implementation of the classes of the "Pastry Chef" (pastry, chocolate and ice-cream) passport that includes the chocolate classes the hotel group can select a hotel to host the "Pastry Chef" Journey. This hotel will become Pastry "Excellence Academy" and will host the 7 classes of the Journey over 2 years. The trainees enrolled in the 'Pastry Chef" Journey will follow the classes in the "Excellence Academy". If the host hotel wishes to develop a "chocolate" signature, much emphasis can be laid on the themes of the ice cream and pastry to further enhance the training programs incorporating the full use of chocolate.

THE PARTNERSHIP

Question 15: Why should a partnership agreement be signed?

Whatever the chosen formula: exclusive, semi-exclusive or individual passport, you will have to sign a partnership agreement with SAF in which we will have some mutual commitments, such as the follow up of your trainees so that they can practice what they have learned and on our side, the tests. For exclusive and semi-exclusive formulas, the partnership will be completed with aspects concerning the Excellence Academy and the organization of classes.

CLASS PARTICIPANTS

Question 16: Who can be trained?

SAF courses are suitable for professionals or amateurs who master the basics of the craft and who wish to progress towards excellence, internal trainers of companies who can rely on SAF programs to develop their own program or professionals that the hotel group wishes to stabilize in the long run.



Service à la Française

**Moka Business Centre, Mount Ory road,
Bon-Air, Mauritius
Téléphone: (+230) 434 1271 / 434 0420
management@servicealafrancaise.com
www.servicealafrancaise.com**