

TRAINING

A LA FRANÇAISE WELCOME



EDUCATIONAL GOALS

- Contextualize the French art of living in customer reception
- Implement a quality welcome
- Strengthen its communication thanks to its image

CLASS FORMAT

Our classes are usually made up of 8 to 12 students for better individualization of learning. The International College of Cannes also offers individual courses for faster and more efficient learning.

OUR PEDAGOGY

- Theoretical and practical contributions
- Scenarios, role plays
- Workshop workshops

EVALUATION

A final simulation session, using the concepts mentioned in the course

A skills assessment sheet is given to each trainee allowing them to assess their skills.

DOCUMENTS AND MATERIALS FOR TRAINEES

Each trainee will be given a training certificate at the end of the session.

PEDAGOGICAL SUPERVISION

The training is led by specialized trainers.

INFORMATION

TRAINING

DURATION

14 hours over 2 days

PUBLIC

This training is aimed at sales advisers, reception staff or any person likely to interact with customers and / or users.

PREREQUISITES

Level B2 (advanced) in French: The level of the candidates will be defined following a language test.

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OUR PROGRAM

French relational excellence

- Welcome made in France: socio-cultural specificities
- From reception to hospitality: efficient reception processes and techniques
- Personalization of customer / user contact
- Incivility management

The image and the presentation at the service of the quality of the reception

- Importance of image in communication
- Mastery of the balance between posture, posture and personality
- Colorimetry
- Morphological analysis

START DATES

Please contact us for more details

HOW TO ENROLL

To register, please contact our team via the contact page of our website, by email at info@french-in-cannes.fr or by phone at +33 (0)4 93 47 39 29

PRICE :

1100 Euros