

TRAINING

FRENCH HOSPITALITY



EDUCATIONAL GOALS

- Put in place quality services and reception
- Learn the basics of the French "art de vivre" and apply it when dealing with customers
- Reinforce your communication through your image

TEACHING METHODS

Theoretical and practical teaching elements
Dynamic animations - workshops / role play

PROGRAM

- Reception "Made in France" : learn the socio-cultural particularities
- Processes and techniques used in the field of reception
- Customise the relation with each client
- Image and representation used to improve the quality of the provided services
- Physical posture, personality and behavior

EVALUATION

A session of role-play exercises during which the participant has to recall the concepts that have been learned throughout the training.

PEDAGOGICAL SUPPORT

Training evaluation will be assessed by specialized trainers.

DOCUMENTS AND MATERIAL FOR TRAINEES

A training certificate together with an evaluation form listing the competences acquired throughout the training will be given to the trainee

PRICES

OPCO

ON DEMAND

Self-financing

1 200 €

DURATION

14 hours spread
on 2 days

PUBLIC

Anyone having
interactions with
customers

PRE-REQUISITES

- French level B2

STARTING DATE

Open all year long -
please reach out to
us for more details

ENROLLMENT PROCEDURE

Contact our team

- on our contact page
- by email :
info@french-in-cannes.fr
- by phone +33 (0)4
93 47 39 29