

# TRAINING

STEWARDING



## EDUCATIONAL GOALS

- Define the technical and social interactions that the position of steward implies
- Welcome and take care of a multicultural and prestigious clientele
- Identify and put in place the characteristics of a "French" service

## TEACHING METHODS

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

## PROGRAM

- Basic principles of communication - adapt your communication accordingly to the context
- Arts of the table & gastronomy - social skills & expertise
- Intercultural knowledge and competences
- Acquire competences that the position of steward implies - within the hospitality or private sphere
- Target clientele's expectations

## 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 above 18  
years old

## PRE-REQUISITES

- French level B1
- Elementary knowledge as a receptionist. Be customer oriented

## 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 :  
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