

# 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

2023

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 :  
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