

## Typical Profile for the Position

Prepare, assemble, and distribute simple culinary preparations, and perform the service, while handling upstream and downstream tasks (supply, setup, and cleanup of the dining area). Contribute to the overall quality of service and guest reception through all aspects of the role.

### Activities

The role of a Catering Agent revolves around four main functions:

#### Supply and Setup

- Supply and restock shelves
- Control product rotation
- Quality control (HACCP)
- Decorate the dining area and set up commercial animation tools
- Setup of the dining area
- Preparation of the buffet station
- Store and organize goods
- Check delivery notes and physically inspect goods

#### Culinary Production

- Prepare, assemble, and plate simple preparations, both cold and hot
- Specific preparations (crepes, pizzas, etc.)
- Simple culinary preparations (sauces, etc.)
- Possible production in front of guests
- Perform preliminary operations (peeling, defrosting, etc., depending on the establishment)

#### Service

- Greet guests
- Handle cash transactions
- Process customer orders
- Manage customer flow

#### Dishwashing

- Receive and sort dishes
- Use dishwashing equipment
- Optimize use of various products and materials
- Ensure cleanliness, sorting upon completion, etc.

### Skills

The skills that a Catering Agent should acquire include:

- Fluency in foreign languages
- Knowledge of good hygiene practices, HACCP, and safety regulations
- Ability to work in a team
- Knowledge of collective catering
- Ability to discern flavors and aromas
- Handle written and oral information
- Flexibility and availability
- Reactivity and ability to prioritize
- Good physical endurance (standing work, lifting loads)
- Ability to work in air-conditioned rooms and cold storage rooms
- Plan work effectively across all tasks
- Adapt to service requirements
- Participate in meetings

## Training Objectives of the Curriculum

The training objectives for the curriculum are:

- To develop the skills necessary for a smooth integration into the training environment and the workforce
- To develop the skills necessary to comply with hygiene and safety standards in a professional setting
- To equip the trainee with the essential knowledge needed for tasks involving reception and sales
- To facilitate communication in a foreign language
- To acquire basic knowledge in Kitchen and Restaurant Service

- To familiarize the trainee with basic principles of oenology

## Curriculum Educational Objectives

The educational objectives at the behavioral and situational levels depend on the modules:

- Provide information about the profession, the training program, and confirm the trainee's orientation.

## Target Audience for the Curriculum

### Knowledge:

A Catering Agent must have the following pre-requisite skills:

- Linguistic aptitude, general culture, knowledge of computer tools, basic knowledge of the sector and profession.

### Practical Skills:

A Catering Agent must:

- Be able to clearly express their motivations
- Be able to perform well during the selection interview
- Be able to describe their background and career path
- Be able to show interest and present a personal project

**Personal Attributes:** A Catering Agent must be presentable, open, confident, smiling, courteous, respectful, disciplined, show autonomy, be dynamic, and not be afraid of the challenges of the training (in terms of hours) and later, the demands of the job.

**Physical Requirement:** Excellent health (with a supporting medical certificate) to meet the demands of hospitality in terms of work pace and availability.

**Age:** Minimum 15 years old

**Required Education Level:** 3rd year of Secondary Education or higher.

**Specialization Diploma** (within the framework of the bridge system)

## Curriculum Evaluation System

**Training Duration:** One academic year (10 months)

1. Continuous assessments and participation evaluations are conducted on theoretical and practical aspects, both during and at the end of each pedagogical module. The average grades from the various continuous assessments account for 30% of the overall grade.
2. Theoretical exams during and at the end of the training modules contribute to the final exam at the end of the semester, year, and module.

This represents 20% of the overall grade.

3. Practical exams during and at the end of the training modules contribute to the final exam at the end of the semester, year, and module.

This represents 30% of the overall grade.

4. According to the qualification standards for the program, the trainee's company placement is a separate module and must be evaluated. The "continuous assessment" grade is jointly assigned by the instructor supervising the trainee and the company tutor. The theoretical grade is assigned by the instructor based on the theoretical and conceptual aspects discussed in the trainee's report. The practical grade is given by the company tutor based on the practical tasks and techniques performed by the trainee, validated in the report.