


Caring on Board


in Apprenticeship of 3 paid level  Rome

a.y. 2023/2024



Objectives

The outgoing professional figure, in addition to the assistance of customers on board the train and the promotion of services and products, deals mainly with the reception of business and executive classes and relational management towards any type of traveller, transforming the moment of travel into a unique and personalized experience, in which human and working relationships continue hand in hand.

 Duration 2 years in presence

 Paid apprenticeship

 25 places available

 The course is **FREE**

Job opportunities

The outgoing profile will be able to operate in varied and challenging contexts, starting from the travel catering sector, for which this project was born, up to the accommodation & hospitality sector, to travel and tour operating companies.

The course is aimed at all: graduates, graduates and workers. To participate in the course you must pass the selection and fall in the top 25 in the ranking.

The program

Course of Caring On Board 1st year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area OVERVIEW

| | |
|-----------------------------------|----------|
| Introduction to rail transport | 24 hours |
| instruments on board | 16 hours |
| Hospitality on the go | 8 hours |
| Management systems on board train | 10 hours |

Area RELATION

| | |
|--|----------|
| Emotional Intelligence | 20 hours |
| Self efficacy and communication techniques | 49 hours |
| Problem solving & Decision making | 15 hours |
| Body language | 15 hours |
| Team working | 15 hours |

Area CLIENT MANAGEMENT

| | |
|---|----------|
| Reception at the station (dedicated lounge & clubs) | 12 hours |
| Welcome on board, welcome drink services | 25 hours |
| Services on board | 97 hours |
| The executive client and management room | 16 hours |
| Executive products: preparation and presentation | 20 hours |

The program

Course of Caring On Board 1st year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area FOOD & BEVERAGE

| | |
|---|----------|
| Restaurant and Reception | 32 hours |
| Merceology and nutritional principles | 15 hours |
| Menu design and food and wine tradition | 44 hours |
| Sommellerie lab | 20 hours |
| Cooking and tasting | 42 hours |
| Intercultural Tourism & Travel LAB I and II | 47 hours |
| Unconventional food and sustainability | 47 hours |

Area DIGITAL

| | |
|---|----------|
| Sales & Marketing | 20 hours |
| Information System Tools - Office I and II | 10 hours |
| Social Media Marketing | 20 hours |
| Digital technologies 4.0 for kitchen and living room I and II | 10 hours |

The program

Course of Caring On Board 1st year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area MANAGEMENT

| | |
|--|----------|
| Menu Engineering | 10 hours |
| Economics I and II | 25 hours |
| Human resources management room and kitchen I and II | 10 hours |
| Design Thinking and innovative development | 15 hours |

Area NORMS

| | |
|--|----------|
| General and applied health and hygiene legislation | 5 hours |
| Safety at work | 20 hours |
| CCNL of mobility | 6 hours |
| HACCP Certification | 20 hours |

Area INTERCULTURAL APPROACH

| | |
|------------------|----------|
| English language | 80 hours |
| French language | 60 hours |

TOTAL 480 HOURS

The program

Course of Caring On Board 2nd year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area RELATION

| | |
|--|----------|
| Emotional intelligence | 20 hours |
| Self efficacy and communication techniques | 61 hours |
| Problem solving & Decision making | 35 hours |
| Body language | 15 hours |
| Team working | 30 hours |

Area CLIENT MANAGEMENT

| | |
|--|-----------|
| Reception at the station (lounge & club dedicated) | 12 hours |
| Welcome on board, welcome drink services | 12 hours |
| Services on board | 102 hours |
| The executive client and management room | 40 hours |
| Executive products: preparation and presentation | 46 hours |

The program

Course of Caring On Board 2nd year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area FOOD & BEVERAGE

| | |
|---|----------|
| Restaurant and Reception | 32 hours |
| Menu design and food and wine tradition | 24 hours |
| Sommellerie lab | 20 hours |
| Cooking and tasting | 52 hours |
| Intercultural Tourism & Travel LAB I and II | 47 hours |
| Unconventional food and sustainability | 32 hours |

Area DIGITAL

| | |
|---|----------|
| Sales & Marketing | 20 hours |
| Information System Tools - Office I and II | 20 hours |
| Social Media Marketing | 20 hours |
| Digital technologies 4.0 for kitchen and living room I and II | 20 hours |

The program

Course of Caring On Board 2nd year

“Superior technician for the management of tourist-receptive structures Caring on board”

Area MANAGEMENT

| | |
|--|----------|
| Menu Engineering | 20 hours |
| Economics I and II | 35 hours |
| Human resources management room and kitchen I and II | 20 hours |
| Design Thinking and innovative development | 15 hours |

Area NORMS

| | |
|----------------|----------|
| Safety at work | 10 hours |
|----------------|----------|

Area INTERCULTURAL APPROACH

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|------------------|----------|
| English language | 80 hours |
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TOTAL 480 HOURS

Our Foundation






We have been dealing with Training and Research mainly in the **tourism and cultural heritage sector** for more than 10 years. Every year, we activate post-diploma higher education courses, co-financed by the Ministry of Education and the Lazio Region. The two-year advanced training courses integrate classroom lessons with simulations, exercises, testimonials, project work and internships or apprenticeships in Italy or abroad.

Contacts

You can contact us for any question, request and to be able to proceed with enrollment in the course

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