





Caring on Board

in Apprenticeship of 3 paid level ? Rome

a.y. 2023/2024





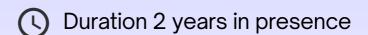






Objectives

outgoing professional The addition to figure, the in assistance of customers on train the board 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.





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.

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









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







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









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









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









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
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Human resources management room and kitchen I and II	20 hours
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Area INTERCULTURAL APPROACH	
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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