



Professional Gouvernante Certificate

Nice

Formation éligible au CPF

Formation réalisable Α en alternance

The benefits of training

Learning dynamics based on professional simulations and group involvement

Experienced trainers with expertise in the content and expectations of the diploma . Year 2021(no session in 2022 and 2023) Success rate: 75% (progressive form) Satisfaction rate: 79% Job integration rate: 50% The establishment's assets: The training is provided within the lycée hôtelier d'excellence which benefits from hotel infrastructure (reception bank, application rooms, laundry..)

TRAINING

OBJECTIVES

The holder of this professional qualification is responsible for the day-to-day upkeep of all the rooms and common areas of an establishment. He or she manages, leads and supervises floor staff in order to ensure the comfort and well-being of French and foreign customers.

PROGRAMME

BC01 - Organisation and control of room service Determine requirements Plan work Prepare to welcome customers Control the work of the team Receive and follow up customers Lead the team Manage special or occasional situations Perform exceptional work BC02 - Managing equipment and products Managing equipment, linen and products Ensure the correct use of equipment, linen, supplies, products BC03 - Management applied to room service Check the conformity of deliveries, quantitatively, qualitatively Remedy the various malfunctions Solve unsatisfied customer requests BC04 - Economic and legal environment in the hotel industry Be informed about the establishment's activity Cope with exceptional situations BC05 - Modern language English CECRL level B1+ skills

Express yourself orally continuously Interact in a foreign language Understand a written document written in a foreign language

BC06 - Expression and knowledge of the world

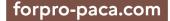
Produce and analyse various types of discourse Produce and analyse media using different languages Mobilise the culture acquired during the course to produce and analyse discourse and media Construct a personal reflection based on proposed documents, coursework, reading and personal and professional experience

Construct a personal reflection based on the documents provided, coursework, reading and personal and professional experience









VALIDATION

- Diploma from the Ministry of National Education and Youth Level 4 (Baccalauréat, BP, BT)

+ d'informations sur cette certification (RNCP37493, libellé exact du diplôme, nom du certificateur, date d'enregistrement de la certification) en cliquant sur

https://www.francecompetences.fr/recherche/rncp/37493/



AUDIENCE

All audiences

PREREQUISITES

Candidates for this diploma must provide proof of a period of professional activity: - either of five years spent full or part-time in a job related to the purpose of the diploma applied for, - or, of two years spent full or part-time in a job related to the purpose of the diploma applied for, if they hold a diploma or qualification classified at level V or higher included in the list provided in Annex II to this decree. For the purposes of these two years, the duration of the work contract of a particular type preparing for the vocational diploma carried out after obtaining a level 3 diploma or qualification may be taken into account.

EDUCATIONAL ORGANISATION

SESSION DATES

from 7 Oct 2024 to 28 May 2025 | FINANCEMENT CONSEIL RÉGIONNAL **DIVERS FINANCEMENTS**

DURATION

Maximum total duration of 1,025 hours, including 525 hours in a company and 500 hours at the training centre. The duration of the course is indicative and will be determined according to your profile.

WORKFORCE

16 people

TEACHING METHODS, EQUIPMENT AND FOLLOW-UP

Teaching method

- Fully classroom-based training

Teaching methods

- Personalised course
- Group lessons

Equipment

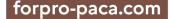
- Educational flat
- Resource centre
- Equipped technical platforms
 Room equipped with networked computer workstations
- Unmarked room with video projector

Monitoring and individualisation

Positioning upstream of entry to the training course. Interviews, remediation with the educational referent and/or company referent during the course. Acknowledgement of beneficiary satisfaction during and at the end of the training course. Possibility of post-training support. For beneficiaries with disabilities: possible adaptation of training and certification arrangements, support by the GRETA TH referent .







EXPERTISE OF PARTICIPANTS

National Education certified teachers, Bac +3 trainers with significant experience in adult education, professional contributors. Expert assessors in the observation and analysis of results (mastery of skills). Experienced trainers in the individualisation of learning.

ASSESSMENT AND CERTIFICATION PROCEDURES

Mixed assessment methods - Tests at the end of training (one-off assessment) - In-training assessment (CCF) Professional portfolio Interview with a professional panel Possibility of validating one or more blocks of skills, the validity of which is acquired for life.

FINANCING

RATE

Total price incl. VAT : 7500.00 euros Hourly rate incl. VAT : 15.00 euros Hourly rate incl. VAT : 15.00 Hourly rate including VAT: euros 15.00 . This price is indicative and non-contractual. Depending on your status, this training course may be fully financed. Contact us.

FINANCING

Session from 07 October 2024 to 28 May 2025

Training on a sandwich course basis (apprenticeship or professional training contract).

Training eligible for CPF. This training course benefits from specific funding from La Région Sud (places allocated subject to conditions). However, it is open to all those who meet the prerequisites. It is organised as a sandwich course, which means that it can be taken by people on professional training or apprenticeship contracts. Please contact us for more information.

HOW DO I REGISTER?

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Send a CV and covering letter Positioning test by appointment. Interview by appointment. Present yourself with the liaison form

Present yourself with the liaison form from the prescriber (Mission locale, Pôle emploi...).

Depending on the funding body, training is available between 15 and 45 days before the start of the course. Please contact us for further information.

GROUP INFORMATION MEETING

Contact us to register for a meeting.

AFTER THE COURSE

Access the profession of: Gouvernante d'étage or gouvernant d'étage Exercer dans les entreprises des secteurs des Hôtels, résidences hôtelières, centres d'hébergement para-hôteliers et entreprises assurant une fonction d'hôtellerie ou d'hébergement.





AMENITIES

Access for people with disabilities

Accessible to people with disabilities

the establishment is accessible to the disabled (ground-floor rooms and lifts)

Catering

A canteen and the hostel cafeteria are available to trainees. We also have 3 application restaurants.

Transport

The Lycée Paul AUGIER is located 50 metres from Nice Saint Augustin railway station and is served by tram lines 2 and 3, bus and interurban bus (

PRACTICAL INFORMATION

CONTACTS

Marie-Raphaëlle MORIN - Vocational Training Advisor T. 06 03 51 48 57 | marie-raphaelle.morin@ac-nice.fr

CORINNE BONSAUDO - Coordonnatrice T. 04 93 72 77 80 | corinne.bonsaudo@ac-nice.fr

PLACE OF TRAINING

Lycée Jeanne et Paul Augier | 163 Bd René Cassin | 06000 Nice

ORGANIZATION

GRETA-CFA Côte d'Azur

Headquarters : Lycée technique régional les Eucalyptus 06200 Nice Public reception Monday to Friday from 09.00 to 12.00 and from 14.00 to 17.00 Business registration number : 9306P002706





