



**RÉPUBLIQUE  
FRANÇAISE**

*Liberté  
Égalité  
Fraternité*



CÔTE D'AZUR  
ACADÉMIE DE NICE

## Professional Gouvernante Certificate

Nice



Formation éligible  
au CPF



Formation réalisable  
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

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## 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/>

## WHO SHOULD ATTEND?

### 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 RÉGIONAL**  
**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?

### HOW DO I REGISTER?

Send a CV and covering letter  
Positioning test by appointment.  
Interview by appointment.  
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-hôtelières 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