

Subsidized seminar

# Creating Culture of Quality in Restaurants

## Seminar's purpose:

The program aims to train the staff employed in catering areas, in terms of the importance of culture, the ways to improve it, the healthy development of partnerships, the correction of behaviors and techniques among the restaurant team. The purpose is the greater efficiency of the services offered to customers.

The element of culture is obviously of the utmost importance in the context of the proper operation of a restaurant.

## ❖ SPECIAL GUEST !!

**CHRISTOPHER JONES**  
*The sushi master*

*President of Sushi Shop  
President of AAG (Glion  
Alumnis)  
203 restaurants in 9  
countries, 230 milion  
euros sales, 4000  
employees, 25 years of  
business success*

## DURATION:

10 hours

## DATES:

27-28/3/2023  
(08:30-14:15)

## COST FOR GRANT

**BENEFICIARIES\*:**  
€100 + VAT €41,80

Seminar language: English

[APPLICATION FORM](#)

## COST OF THE PROGRAMME

Participation fee*	HRDA Subsidy (for beneficiaries)	Final Cost	Discount to non-beneficiaries
€220 + 19% VAT	€120	€100 + VAT (€41,80)	20%

\*Beneficiaries of the subsidy are employees of companies/organizations (grant €120) and unemployed (100% grant) provided that they meet the conditions set by the HRDA. No subsidy is paid to self-employed persons or state employees.



**FREDERICK UNIVERSITY**

**ΕΕΕΕ**

ΕΚΠΑΙΔΕΥΤΙΚΟ ΚΑΙ  
ΕΞΕΤΑΣΤΙΚΟ ΚΕΝΤΡΟ

Το προγράμματο εγκρίθηκε από την ΑνΑΔ. Οι επιχειρήσεις/ οργανισμοί που συμμετέχουν σε εργατοσυνδικαλιστικές, καθώς και οι άνεργοι, οι οποίοι ικανοποιούν τις προϋποθέσεις της ΑνΑΔ, θα τύχουν της σχετικής επιχορήγησης.



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## TARGET AUDIENCE:

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The programme is offered for people working in catering areas. Specifically, the seminar is aimed at restaurant owners, wider restaurant staff - such as waiters and cooks - as well as high-ranking staff, such as restaurant managers, maitres and chefs.

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## LEARNING OUTCOMES

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It is often observed that many restaurants fail to achieve their goals because there is no common guideline, common vision and spirit among the staff. In particular, there seems to be a lack of enlightenment among restaurant managers, as well as training of staff on improving the culture, which is extremely important and necessary, as it implies a lack of ethos and values from the restaurant itself.

Upon completion of the program, the trainees will be able to:

- Know the precious importance of creating culture of quality in restaurants.
- Define a common policy guideline in the restaurant.
- Relate the importance of culture in the restaurant to the improvement of the product, but also of the restaurant's services.
- Choose ways to improve the culture in the restaurant.
- Develop new collaboration trends for more effective services.
- Work together as a team to correct bad behaviors and techniques.
- Defend the importance of ethics in the operation of a restaurant, as a key factor for efficiency and success.

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## INSTRUCTOR

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### *IOANNIS IOANNOU*

Hospitality Management Lecturer: Food & Beverage Management, Delivery Customer Experience, Risk Management in Hospitality Industry, Service Quality Management. Certified Trainer (level 5) by Cyprus HRDA (ANAD).

Awarded by the American Academy of Hospitality Sciences of New York with the Five Star Diamond Award.

Jury Committee at ESTIA Best Restaurants awards. Experienced Owner with a demonstrated history of working in fine-dining restaurants. Fully Skilled in quality service, Marketing Management, Negotiation, Budgeting, Food & Beverage, and Market Planning. Strong entrepreneurship, highly professional with a Degree in hospitality & tourism management focused in Hospitality & tourism management from Glion Institute of Higher Education in Switzerland.