



TRAINING PROGRAMME

MATOORO
— A C A D E M Y —





Introduction

MATOORO Academy is aiming to combat the shrinking pool of talents with a programme that ensures the hospitality ecosystem to still has access to important skills, and allows young professionals to develop their talents. For the duration of six months, students have the possibility to attend theoretical and practical classes, starting from the basis of hospitality, up to the understanding of all critical factors in food and beverage management. The extensive nature of this course allows learners to gain a broad understanding of food and beverage management and enables to confidently strive for a managerial or executive position in any hotel, restaurant, or bar, to refill the current gap in the hospitality sector and give employers the possibility to regenerate their team with skilled motivated workers.

The course offers a broad educational approach to a leadership career in the hospitality industry. The program provides a varied course of study. In addition to the university's general education requirements, students take classes specific to the industry including an introduction to hospitality, human resources management, organizational behaviour, guest experience, operations management, leadership, and ethics. Students also study cost control, revenue management, career development, financial accounting, and strategic management. Rounding out the curriculum are senior-level capstone classes where students apply managerial and leadership skills learned in the classroom and through training experience in the hospitality industry. This approach offers prospective employers a well-rounded person who understands day-to-day operations, has the ability to contribute to strategic planning and can adapt to a multitude of positions.

MATOORO ADDED VALUE

WEEKLY CLASSES

The educational programme will focus on training both kitchen and dining room staff in a managerial way, with attention to the main incidences of F&B cost and wage cost, teaching them how to manage a point of sale.

BENEFITS

All participants will be provided with board, accommodation and an Oyster card to travel by tube or bus in London.

B1 ENGLISH TEST

Our English course will be structured to prepare our students to attend a B1 English test at the end of the course

FINAL CERTIFICATE

At the end of the second trimester, the students will have the opportunity to present their own business plan and receive a certified diploma

ON-SITE PRACTICE

To complete the training, there will be up to 30 hours of practice in restaurants to refine the theoretical teachings.

FOOD ALERT CERTIFICATES

Four certificates are included within the programme

PARTNERSHIP

Our Academy is sponsored by:

- Italian Ministry of Foreign Affairs
- Consulate General of Italy in London
- Italian Chamber of Commerce in London
- FIPE

INTERVIEWS

At the end of the course, students will be introduced to our partnered restaurants for job interviews opportunity.



Central London Accomodation



Monthly Travel Pass



Traineeship



B1 level English Test



Managements courses



Food Alert Certificates



Job Interview



Sponsor Opportunity

For the duration of twenty-two weeks, the students will have the opportunity to learn from sector leaders the secrets of the hospitality industry and how to become future managers. They will be taught everything from the basics to back-office and operations duties.

The evening shifts will complete the training, allowing the students to immediately put into practice what they have learned during the day. This will help to instantly address any issue the learner might face.



**THE
PROGRAMME**



THE COURSE

The course is designed to motivate and entice an increasing number of professionals in the hospitality industry. It aims to train Restaurant Managers in food service, room service, bartending, and sommelier to facilitate entry into the national and international restaurant and hotellerie job market.

Designed for: Anyone interested in a profession in Hospitality. From college graduates to professionals who wish to enhance their careers.

Modules:

FIRST TRIMESTER

- History of hospitality
- Hospitality and guest management
- Products and culinary biodiversity
- Basics of cooking, tools and equipment
- Techniques of plating and serving
- Sections and responsibilities of kitchen/floor
- Cooking workshops
- Cooking techniques and professional ethics
- Barista skills foundation
- Cocktails and spirits
- Oenology and Enography
- WSET Level 1 and 2
- English lessons in preparation for B1

SECOND TRIMESTER

- Organization control and management
- Restaurant and hotel team management
- Back office duties and inventory management
- Mixology
- Food Design
- Leadership and Operations
- Marketing and customer care
- Human resource management
- Oenology and Oenology
- WSET Level 3
- Food and beverage management
- Masterclasses with industry experts
- English lessons and B1 exam

The programme in numbers

Programme duration

22 weeks

Weekly hours of theory classes

6 hours

Weekly hours of practice training

up to 30 hours

Daily modules duration

3 hours per module with a break

Weekly hours of English classes

4 hours

Total number of assessments

3 assessments

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**COURSE SPECIFICATIONS
AND MODULES**

Theory modules



All modules are divided between FOH and BOH



These modules are for both FOH and BOH students together

FIRST MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	<p>WELCOME TO STUDENTS PRESENTATION OF THE PROGRAMME SCHOOL INDUCTION</p>	<p>HOSPITALITY & GUEST MANAGEMENT Different types of service Mise en place Uniform and grooming Gesture and posture Approaching a table Knowing and understanding your guests</p>	<p>INTRODUCTION TO SERVICE Working in a team Welcoming and greetings Shift tasks and steps of service Service techniques Cutlery and glassware Table numbers and position Time management</p>	<p>INTRODUCTION TO WINE Introduction to sommelier Customer service Equipment for wine service Serving wine <i>The order of service</i> <i>Opening and serving wine</i></p>
	<p>INTRODUCTION TO HOSPITALITY From family-run restaurants to multi-chain History of hospitality and different cultures</p> <p>COMPANY STRUCTURE An organisation's set-up: <i>organigramme</i> <i>positions</i> <i>roles</i></p>	<p>PRODUCT SELECTION Culinary biodiversity Understand products by country and regions Sustainability and the short chain The people behind our products <i>producers and farmers</i> <i>tradition and homemade production</i> <i>dry-ageing process</i></p>	<p>KITCHEN ORGANISATION Restaurant and hotel service The kitchen brigades Gastronomic language and technical terms Kitchen mise en place Maintenance of kitchen equipment Food costs Health and safety</p>	<p>TOOLS AND EQUIPMENT Techniques and method of preparation Methods and equipment for food preservation Presentation of each knife Blade maintenance and sharpening Cutting techniques Adequate refrigerated temperatures Blast chillers</p>
	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)
FOH PRACTICE		<p>MIS EN PLACE HELP FLOOR SERVICE PREPARATION RUNNING DISHES</p>	<p>MIS EN PLACE HELP FLOOR SERVICE PREPARATION RUNNING DISHES</p>	<p>MIS EN PLACE HELP FLOOR SERVICE PREPARATION RUNNING DISHES</p>
<i>Supervised by:</i>		<i>Supervisor</i>	<i>Supervisor</i>	<i>Supervisor</i>
BOH PRACTICE		<p>MIS EN PLACE HELP KITCHEN SERVICE PREPARATION LABELING</p>	<p>MIS EN PLACE HELP KITCHEN SERVICE PREPARATION LABELING</p>	<p>MIS EN PLACE HELP KITCHEN SERVICE PREPARATION HELTH AND SAFETY BOOK</p>
<i>Supervised by:</i>		<i>Chef de Partie</i>	<i>Chef de Partie</i>	<i>Chef de Partie</i>
ADDITIONAL COURSE			LEVEL 1 - Food Hygiene Award	

SECOND MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	FLOOR SERVICE MANAGEMENT Service management Help during service Understand timing for different courses When and how to send a course away How to clear a table Resetting a table	PRINCIPLES OF WINE How to taste wine WSET L2 Wine and consumer Factors affecting wine style and quality Grape varieties and still wines	TILLS AND SYSTEMS ERP systems Using the till and insert and order Error correction, void, wastage Vouchers and discounts INTRODUCTION TO BACK OFFICE Fnb introduction What's a GP and how to work with it Products, menu items, batch recipes EPOS back end	BARISTA SKILL FOUNDATION Intro into coffee ecosystem Understand the coffee you are serving Cupping Espresso attraction Grinder setup and preventing maintenance Espresso recipe and dosing Milk steaming techniques and jug selection Intro into latte art
	COOKING TECHNIQUES The 13 methods of cooking Batches and recipes Line preparation Specific condiments and sauces Temperatures and cooking times Making a stock	IN THE BAKERY How to make bread, focaccia, and pizza Principles of leavening and chemical Leavening agents The importance of accuracy Baker's percentage Ingredient's temperatures Mixing methods	PASTA AND RICE Types of flour and flour strengths Gluten properties and functions History and preparation of pasta Pasta shapes (fresh and dry) Vegan products	AT THE MEAT COUNTER Red and white meat Main cuts Cooking techniques Dry-ageing process Nutritional properties Cured meat
	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)
FOH PRACTICE	MISE EN PLACE SETTING UP THE FLOOR SERVING DISHES TO THE TABLE	MISE EN PLACE SETTING UP THE FLOOR SERVING DISHES TO THE TABLE	SETTING THE BAR COFEE AND TEA PREPARATION SERVING DISHES TO THE TABLE	SETTING THE BAR COFEE AND TEA PREPARATION SERVING DISHES TO THE TABLE
<i>Supervised by:</i>	<i>Supervisor</i>	<i>Supervisor</i>	<i>Bar Manager</i>	<i>Bar Manager</i>
BOH PRACTICE	CHECK AND FILL HEALTH & SAFETY BOOK ASSIST IN KITCHEN TECHNIQUES HELP WITH STARTERS PREPARATION	CLEANING AND PREPARATION HELP WITH STARTERS PREPARATION STARTERS SECTION - SERVICE	CLEANING AND PREPARATION HELP WITH STARTERS PREPARATION STARTERS SECTION - SERVICE	MISE EN PLACE HELP WITH STARTERS PREPARATION STARTERS SECTION - SERVICE
<i>Supervised by:</i>	<i>Deputy Chef</i>	<i>Chef de Partie</i>	<i>Chef de Partie</i>	<i>Chef de Partie</i>
ADDITIONAL COURSE				LEVEL 1 - Health and safety Award

THIRD MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	TABLE SERVICE Selling strategies when taking an order Explaining the menu Open/closed questions Upselling NOT upsetting Sales techniques and service standards Table service with gueridon	WSET L2 exam WINE INDUSTRY Value chain INCOTERMS Food and wine matching Industry structure Industry roles Introduction to L3	BARTENDING FOUNDATION Introduction and history Glassware and equipment Type of ice Measure and method Spirits and their history	BACK OFFICE DUTIES Explanation of food and beverage costs How to get your numbers right Importance of stock count How to make the stock How to make orders Tasks after shift Count and input Orders and suppliers Deliveries and invoices
	AT THE FISH MONGER Understand and distinguish different species Fish preparation <i>Freshness and provenience of breed</i> <i>Fish blast freezing process</i> <i>Hot to store fish</i> <i>Dry-ageing and ph. control</i> Cooking techniques	PATISERIE Knowledge of chemistry of food Tools and machineries Different types of pastry Classic preparation Sugar techniques Compositions and garnishes Chocolate Petit four	CUISINE OF PRODUCTS Organoleptic properties of products Flavour pairing Balance of flavours in the dish Principles of product pairing (flavours, acidity, sapidity, sweetness) Sustainability in the kitchen Create your own dish	
	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)
FOH PRACTICE	HELP TO ORGANISE A SECTION ASSISTING WITH TABLE SERVICE SERVING DRINK AND DISHES	HELP TO ORGANISE A SECTION ASSISTING WITH TABLE SERVICE SERVING DRINKS AND DISHES	HELP TO ORGANISE A SECTION HELP TAKING DRINKS ORDERS WINE SERVICE SERVING DRINKS AND DISHES	HELP TO ORGANISE A SECTION HELP TAKING FOOD ORDERS WINE SERVICE SERVING DRINKS AND DISHES
<i>Supervised by:</i>	<i>Supervisor</i>	<i>Supervisor</i>	<i>Restaurant Manager</i>	<i>Restaurant Manager</i>
BOH PRACTICE	MISE EN PLACE BATCHES PREPARATION SIDE SECTION - PREPARATION STARTERS SECTION - SERVICE	MEAT/FISH PREPARATION BATCHES PREPARATION SIDE SECTION - PREPARATION SIDE SECTION - SERVICE	BAKERY SECTION (IF ANY) SIDE SECTION - PREPARATION SIDE SECTION - SERVICE ASSIST IN COOKING TECHNIQUES	BAKERY SECTION (IF ANY) SIDE SECTION - PREPARATION SIDE SECTION - SERVICE ASSIST IN COOKING TECHNIQUES
<i>Supervised by:</i>	<i>Deputy Chef</i>	<i>Deputy Chef</i>		
ADDITIONAL COURSE				LEVEL 1 - First Aid Award

FOURTH MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	RECEPTION Explanation of booking systems Manner and strategy on taking reservations How to set reservations for a smooth service The art of reading your guests Returning time Availability and reservation's optimisation Setting up your floor plan	MANAGEMENT SKILLS Team Management Managing the till, menus and items Working on budget WTR Flash Report Restaurant closing and end of night Sales Reports	MASTER OF WINE Best wines around the world Wine trading MIXOLOGY Speed rail "house spirit" Classic cocktails Infusions, syrups, foams Garnish and making a cocktail Stock take	STRATEGIC MARKETING Marketing in hospitality Social media Bloggers and influencers Journalists and critics Secret diners Monthly promotions and events Direct marketing in the restaurant PR Sector magazines
	FOOD DESIGN Relationship between colour and flavour Choosing the right plate Dish composition Creative presentation Simplicity in the menu	KITCHEN MANAGEMENT Batches and recipes Managing food purchases Control of food wastage Creating a work schedule Food hygiene responsibilities	AT THE PASS Service strategies and kitchen preparation Organise stations and call orders Quality control Assign duties to the team Terminologies Sections management and coordination	
	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	
FOH PRACTICE	HELP WITH STOCK COUNT ORGANISE A SECTION INDEPENDENTLY TAKE FOOD & DRINKS ORDERS INSERT ORDERS IN THE TILL	HELP WITH STOCK COUNT ORGANISE A SECTION INDEPENDENTLY TAKE FOOD & DRINKS ORDERS INSERT ORDERS IN THE TILL	ORGANISE A SECTION INDEPENDENTLY MENU EXPLANATION TAKE ORDERS AND SEND COURSE AWAY MAKE BASICS COCKTAILS	ORGANISE A SECTION INDEPENDENTLY MENU EXPLANATION TAKE ORDERS AND SEND COURSE AWAY MAKE BASICS COCKTAILS WINE SUGGESTION AND SERVICE
Supervised by:				
BOH PRACTICE	BAKERY SECTION (IF ANY) SIDE SECTION - PREPARATION SIDE SECTION - SERVICE COOKING TECHNIQUES	RAW PRODUCT PREPARATION SIDE SECTION - SERVICE & PREPARATION MAIN SECTION HELP WITH ORDERS	RAW PRODUCT PREPARATION SIDE SECTION - SERVICE & PREPARATION MAIN SECTION HELP WITH ORDERS	RAW PRODUCT PREPARATION SIDE SECTION - SERVICE & PREPARATION MAIN SECTION HELP WITH ORDERS
Supervised by:		<i>Deputy Chef</i>	<i>Deputy Chef</i>	<i>Deputy Chef</i>
ADDITIONAL COURSE				HACCP LEVEL 1 Award

FIFTH MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	MANAGING THE RESTAURANT AND YOUR TEAM Wage cost and hours optimisation Create a rota How to keep your team motivated Synchronise kitchen and floor Quality control at the pass Set menus and offers Consistency	LEADERSHIP ON WORKPLACE Developing mindset and skills for innovation Entrepreneurship and innovation High impact leadership and its importance Leadership capabilities Communicating for influence Being a leader and lead by example	HR AND HIRING Looking for the right candidate How to do an interview Staff retention and motivation Minimum living wage and hourly rate Payrolls Recruiting Recruiting agencies Daily duties and rota closures	FOOD AND BEVERAGE OPERATIONS MANAGEMENT Food and beverage operations Food service operation system Menu planning with costs and GP Employment manual Strategic management Managing cash flow Restaurant new opening International business strategy Introduction to accounting
	GIORGIO LOCATELLI Micheline starred Chef Industry leader revealing his secrets	ALESSANDRO BELLUZZO President of ICCIUK Industry leader revealing his secrets		
	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH CLASSES (TWICE A WEEK)	ENGLISH EXAM
FOH PRACTICE	RUN YOUR OWN SECTION TAKE ORDERS INDEPENDENTLY DIRECT COMMIS WAITER EXPLAIN MENU AND SUGGEST WINE END OF NIGHT REPORT	EVENING BRIEFING WITH THE TEAM HELP RUNNING THE BUSIEST SECTION DIRECT COMMIS WAITER WORK ON TARGET END OF NIGHT REPORT	EVENING BRIEFING WITH THE TEAM HELP RUNNING THE BUSIEST SECTION DIRECT COMMIS WAITER WORK ON TARGET END OF NIGHT REPORT	EVENING BRIEFING WITH THE TEAM HELP RUNNING THE BUSIEST SECTION DIRECT COMMIS WAITER WORK ON TARGET END OF NIGHT REPORT
<i>Supervised by:</i>		<i>RM/GM</i>	<i>RM/GM</i>	<i>RM/GM</i>
BOH PRACTICE	MAKE ORDERS MACHINERY SET-UP AND CONTROL DESSERTS - PREPARATION MAIN SECTION - SERVICE	MAKE ORDERS MACHINERY SET-UP AND CONTROL DESSERTS - PREPARATION MAIN SECTION - SERVICE	MAIN SECTION - SERVICE DESSERTS - PREPARATION AND SERVICE AT THE PASS	MAIN SECTION - SERVICE DESSERTS - PREPARATION AND SERVICE AT THE PASS
<i>Supervised by:</i>	<i>Pastry Chef</i>	<i>Pastry Chef</i>	<i>Head Chef</i>	<i>Head Chef</i>
ADDITIONAL COURSE			LEVEL 2 - Food safety Award	

SIXTH MONTH

	WEEK 1	WEEK 2	WEEK 3	WEEK 4
	MODULES	MODULES	MODULES	MODULES
THEORY CLASSES	WSET L3 EXAM	BUSINESS PLAN PREPARATION FINAL ASSESMENT Presenting your idea of restaurant Presenting a menu with a signature dish Pairing with wine and cocktails Presenting a Marketing plan Launch your restaurant Present a business plan		
	BUSINESS PLAN PREPARATION			
	BUSINESS CASE STUDY			
	BUSINESS PLAN PREPARATION			
FOH PRACTICE	ASSIST WITH WEEKLY ROTA RUN YOUR OWN SECTION TAKE ORDERS ASSIT CREATING SET-MENU WORK ON TARGETS <hr/> <i>Supervised by: General Manager</i>	ASSIST WITH ROTA AND ROTA CLOSURE ASSIST QUALITY CONTROL TAKE RESERVATIONS TAKE ORDERS <hr/> <i>General Manager</i>	CHECK THE PASS AND COORDINATE TEAM ASSIST QUALITY CONTROL TAKE RESERVATIONS TAKE ORDERS <hr/>	
BOH PRACTICE	MAIN SECTION - SERVICE AT THE PASS COORDINATE KITCHEN SECTIONS ASSIST WITH KITCHEN ROTA EVENING BRIEFING WITH THE TEAM <hr/> <i>Supervised by: Head Chef</i>	MAIN SECTION - SERVICE AT THE PASS COORDINATE KITCHEN SECTIONS ASSIST WITH KITCHEN ROTA EVENING BRIEFING WITH THE TEAM <hr/> <i>Head Chef</i>	MAIN SECTION - SERVICE AT THE PASS COORDINATE KITCHEN SECTIONS KITCHEN ROTA EVENING BRIEFING WITH THE TEAM <hr/>	
ADDITIONAL COURSE	HACCP LEVEL 2 Award			

WATCH

MORE

MEET OUR TEACHERS

WATCH

MORE

Roberto Costa



Roberto Costa was born and raised in Genoa, at the heart of the Liguria region in northwest Italy, famed for being a culinary treasure trove of the peninsula. After being brought up in the family-run trattoria, he opened a number of successful restaurants around Italy before moving to London where he opened the now famed Macellaio RC in South Kensington in 2012, also awarded with three prawns by Gambero Rosso, who now counts 5 other locations in London (Exmouth Market, Union Street, Fitzrovia, Battersea and Soho) and one in Italy (Milan). Elected man of the year in 2017, Roberto Costa has soon become an important point of reference for many Italian people coming to the UK, also due to his presence as Director of the board of the Italian Chamber of Commerce and Industry in the UK since 2016. Thanks to his passion for food and his knowledge of hospitality, in 2017 he has been appointed Gourmet Ambassador and also awarded as the first Genoese Ambassador in the world. With the aim of sharing his knowledge acquired over the years with young people, to train and motivate them to work in the beautiful world of the hospitality industry, in 2018 Roberto found the RC Academy, one of his biggest projects related to education in the hospitality industry, with which he has already trained more than 200 students.

foodism

BEST MASTERCLASS IN LONDON



ITALIAN CHAMBER OF COMMERCE
AND INDUSTRY FOR THE UK

London. Manchester & Edinburah



LoveItalianLife



Teachers and SPECIAL GUESTS

Thanks to the collaboration with some of the most renowned entrepreneurs, Chefs and Sommeliers on the English scene, the Matoro program is related by highly respected experts with excellent business management skills. Here are just a few names out of the 12 professionals participating in the project.



Giorgio Locatelli



Roberto Costa



Sponsored by
the Italian Chamber of Commerce & Industry in the UK, and the Consulate General of Italy in London, together with the patronage of the ministry of foreign affairs, and the partnership of the European School of Economics, our academy is now welcoming new candidates from all over the world to start this journey together.



ITALIAN CHAMBER OF COMMERCE
AND INDUSTRY FOR THE UK

London, Manchester & Edinburgh



Consulate General of Italy
London



#VIVEREALLITALIANA

Looking forward to working with you,

Apply now!

www.matooro.com