


BTS in Hotel and Catering Management - Option C Accommodation Unit Management

 Formation éligible
au CPF

 Formation réalisable
en alternance

Nice

The benefits of training

Our indicators can be consulted on the website : <https://www.inserjeunes.education.gouv.fr/diffusion/accueil>

TRAINING

OBJECTIVES

Be able to take responsibility for a hotel service unit in its various dimensions: technical, human, commercial.
Guarantee the quality of the hotel service and customer satisfaction: control, evaluate, supervise, prepare and manage the service, material preparation, purchasing and stock management in compliance with a normative framework with the desired quality standards: hygiene, safety, regulations.
Contribute to the definition of commercial policy and lead this policy, develop customer relations.
Effectively lead and manage teams by setting or relaying the strategic and economic guidelines of the accommodation unit.
Develop an entrepreneurial project.

PROGRAMME

Professional skills

Designing and carrying out services expected by the customer in accommodation

Organising, carrying out and controlling the accommodation service: allocating tasks and activity for reception, floors, concierge, ancillary services, implementing, carrying out and conducting all or part of the service production, managing equipment and stocks.
Drawing up technical sheets and/or procedures in accommodation and ensuring they are adhered to.
Researching and innovating in the production of accommodation services.
Controlling the compliance and quality of service production: desired quality standards and customer expectations.

Managing information and its dissemination.

Animating the commercial policy and developing customer relations

Identifying and analysing customer expectations.
Participating in the definition of the commercial policy: leading and evaluating it.
Participating in the development of the accommodation unit's pricing policy.
Building customer loyalty.

Managing service production

Leading, motivating, supervising, evaluating and developing the loyalty of the accommodation service production team.

Detecting and developing talent in application of the career management policy.

Recruiting, integrating and assessing staff in the accommodation unit.

Applying the social regulations in force in the accommodation unit.

Piloting service production

Implementing the company's general policy in the unit.

Participating in management control and initiating strategic orientations by translating them operationally.

Evaluating the performance of the production unit, enhancing and developing it.

Formalising an entrepreneurial project in culinary production

Defining the service offering, determining the resources required for the project: technical material requirements, HR, communication budget, ...

Analysing the strengths and weaknesses of the project and designing its financial package;

Associated knowledge : General culture and language, Economics and management, service sciences and technologies, health regulations (products, storage), human resources management techniques, hotel service techniques and production, marketing, marketing strategies, operational management techniques, economic and legal environment, budget and management control, corporate social responsibility (CSR).

General teaching : general culture and expression, English and modern language 2, accounting, financial and tax management, marketing.

VALIDATION

- Diploma from the Ministry of National Education and Youth Level 5 (BTS)
- + d'informations sur cette certification (RNCP37889, libellé exact du diplôme, nom du certificateur, date d'enregistrement de la certification) en cliquant sur : <https://www.francecompetences.fr/recherche/rncp/37889/>

WHO SHOULD ATTEND?

AUDIENCE

All audiences

PREREQUISITES

General baccalaureate diploma with refresher course BTS Hotel and Catering Management, technological or vocational baccalaureate in the same diploma speciality.

Good knowledge of the hotel and catering professions and this speciality.
Love of teamwork, sense of responsibility and organisation.

EDUCATIONAL ORGANISATION

SESSION DATES

from 4 September 2023 to 30 June 2024 **DIVERS FINANCEMENTS**

APPRENTICESHIP

from 2 September 2024 to 30 June 2025 **DIVERS FINANCEMENTS**

APPRENTICESHIP

from 1 September 2025 to 30 June 2026 **DIVERS FINANCEMENTS**

APPRENTICESHIP

DURATION

Maximum total duration of 1,350 hours The duration of the course is indicative and will be determined according to your profile.

WORKFORCE

30 people

TEACHING METHODS, EQUIPMENT AND FOLLOW-UP

Teaching method

- Fully classroom-based training

Teaching methods

- Group lessons

Equipment

- Equipped technical platforms
- Room equipped with networked computer workstations
- Unmarked room with video projector

Monitoring and individualisation

Positioning upstream of entry to training.

For beneficiaries with disabilities: possible adaptation of training and certification arrangements, support from the Académie de Nice CFA disability referent.

EXPERTISE OF PARTICIPANTS

Education Nationale certified teachers, Bac +3 trainers with significant experience in adult education, professional lecturers.

ASSESSMENT AND CERTIFICATION PROCEDURES

In-course assessment (CCF)

Tests at the end of training (One-off assessment)

FINANCING

RATE

Total price incl. VAT: euros 22186.00

This price list is for information only. This price is indicative and non-contractual. Depending on your status, this course may be fully financed. Contact us.

FINANCING

Session from 04 September 2023 to 30 June 2025

Training under a sandwich course (apprenticeship or professional training contract).
Training eligible for CPF.

This apprenticeship contract course is fully funded.
Apprentices benefit from the **GRATUITY** of the training.

Session from 02 September 2024 to 30 June 2026

Training under a sandwich course (apprenticeship or professional training contract).
Training eligible for the CPF.

This training under an apprenticeship contract is fully funded.
It is also open to other audiences and may be covered by other partners/funders. Please contact us for more information.

Session from 01 September 2025 to 30 June 2027

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

This **apprenticeship contract** training course is fully funded with no remaining costs for the company.

HOW DO I REGISTER?

HOW DO I REGISTER?

Review of application by Lycée Jeanne et Paul Augier - Nice
Registration: https://app.hub3e.com/landing-page/33/lp_candidat
Voews on Parcoursup.

Apprenticeship: The course is available within a minimum of 48 hours, subject to validation of your application and availability of places, until the end of the 1st month of the course.

AFTER THE COURSE

Integration into employment in positions as Assistant Gouvernant, Floor Gouvernant, Community Manager, Reception Brigade Manager, Assistant Reception Manager.
Possibility of career progression to the positions of General Housekeeper, Revenue or Yield Manager, Head of Reception, Director of Accommodation, Deputy Director, Director of Establishment.
Continuation of studies in a Professional Degree in the hotel and catering industry.

AMENITIES

Access for people with disabilities

Accessible to people with disabilities

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PRACTICAL INFORMATION

CONTACTS

Sophie BERETTONI - Vocational Training Advisor - Référent Handicap
T. 06 12 39 33 19 | sophie.berettoni@ac-nice.fr

PLACE OF TRAINING

CFA - Lycée Jeanne & Paul Augier | 163 boulevard René Cassin | 06200 Nice

ORGANIZATION

GIP FIPAN

Headquarters : GIP FIPAN 06200 Nice

Public reception Monday to Friday from 09.00 to 12.00 and from 14.00 to 17.00

Business registration number : 93060554106