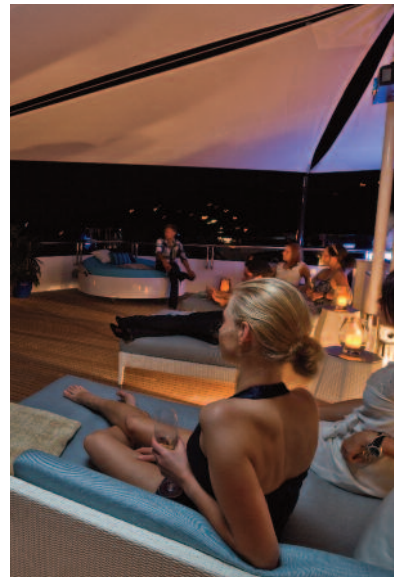
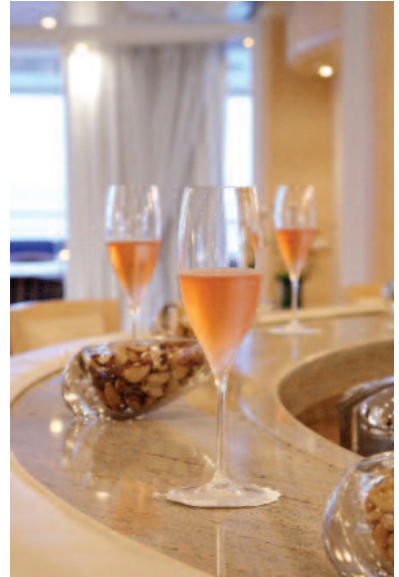


SOVRENHOUSEACADEMY

LEARN, EARN AND SEE THE WORLD





SOVREN HOUSE

City & 
Guilds



Sovren House Hospitality Academy is a member of the City & Guilds
Advisory Board on food & beverage service qualifications.

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WELCOME TO THE SOVREN HOUSE HOSPITALITY ACADEMY

THE FIRST FULLY INTERNATIONALLY ACCREDITED HOSPITALITY
TRAINING FACILITY FOR THE MARITIME INDUSTRY

Our Mission Statement:

To create an internationally recognized standard for the provision of training and qualifications for hospitality staff within the maritime industry.

To create a sustainable career pathway (CPD), through accredited training programmes that will enhance the future employment prospects of employees recognized by the wider hospitality industry.

To provide owners, captains and managers with highly trained and motivated staff.



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PROFESSOR DAVID FOSKETT MBE CMA FIH BED HONS
HEAD OF THE LONDON SCHOOL OF HOSPITALITY AND TOURISM
AT THE UNIVERSITY OF WEST LONDON

Providing new opportunities for young people is key to the future development and expansion of any industry.

This exciting new innovative programme by the Sovren House Academy offers a comprehensive range of integrated Service Training Modules leading to a Level 4 Foundation degree; a first for the Private Yachting, Cruise line and high end 5 Star hospitality markets.

The skills encompassed within the qualifications under-pin knowledge and the development of personal attributes and are crucial to deliver high levels of service to discerning clients across the globe. The training programmes and qualifications recognize competence, personal development credibility and add integrity to the international professional.

The courses have been accredited by a number of internationally recognized institutions and professional bodies, providing a positive career pathway that is recognized and valued by the wider hospitality sector. Offering greater career prospects for new and existing employees as well as providing owners and operators with well trained and motivated employees.

Professor Foskett is a member of The Royal Academy of Culinary Arts and a Fellow of the Institute of Hospitality.

Co-author of Practical Cookery, Theory of Hospitality and Catering & Food and Beverage Management.

Winner of numerous awards and accolades, including a Queens Anniversary Award for exemplary Hospitality Education and voted one of the most influential people in the hospitality industry. In 2005 he was awarded an MBE by Her Majesty The Queen and in 2007 a Chevalier dans l'ordre du Merite Agricole from the President of France.



THE OBJECTIVES

To establish a set of internationally recognized standards for the provision of training and the awarding of qualifications for hospitality employees within the Superyacht and the Cruise Line industry, and those sectors where luxury and service are key.

To create a sustainable career pathway, recognized by the wider hospitality industry, approved and accredited by leading professional and educational institutions; offering young people the opportunity to “Learn, Earn & see the World” in one of the industry’s most exciting working environments.

THE QUALIFICATION

Learn while you Earn and travel the World, unlock your potential with a career recognized and accredited by the wider hospitality industry.

For those starting out seeking a fulfilling career of choice or for those already on the journey who are keen to further develop and enhance their skills and opportunities.

The integrated range of hospitality courses offer Level 1 to Level 3 (Diploma), cumulating in a Foundation Degree (Level 4) in Hospitality from the University of West London.

Recognized and valued by the wider Hospitality Industry for their robust and comprehensive curriculum and the external audit and verification requirements.



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THE COURSE STRUCTURE

The Sovren House Hospitality Academy's Professional Butler Service training courses have been developed in conjunction with the University of West London, the Savoy Butler School, The Royal Household and with the support and assistance from City & Guilds. The comprehensive range of courses have been accredited and endorsed by the University, City & Guilds and a number of professional bodies and form a career development pathway recognized by the wider hospitality industry.

Offered at 4 Levels, the courses provide expert technical training in all areas of hospitality service delivery and knowledge that will;

- Enhance the candidates knowledge, awareness and technical skills in the delivery of hospitality services
- Increase guest service in all situations
- Increase guest experience and satisfaction
- Boost personal confidence and esteem

Entry Level L1	Hospitality Course - 5 Day full time delivered at the SHHA Barcelona or Palma facility
Entry Level L2	Professional Butlers Course with Maritime modules. Course duration 2 weeks full time at the SHHA facility in Barcelona
Diploma L3	Professional Butlers Course with Maritime modules. Course duration 2 weeks full time at the SHHA facility in Barcelona followed by "on Board" task & projects submitted electronically to the SHHA – final 3 days full time at SHHA facility for examination and course assessment
Foundation L4 Degree	Professional Butlers Degree with Maritime modules. 12 - 18 month course, online delivery & assessment, includes access to on-line tutors

Bespoke "Onboard" Training Packages available, dependent upon numbers and location. Combination packages, Hospitality and SCTW courses are available on application.



HOSPITALITY COURSE LEVEL 1 CONTENT

Module 1: Food and Beverage Service

- Working onboard & understanding your guests
- Formal dining
- Basic wine knowledge and wine service
- Informal dining
- Breakfast
- In room dining tips
- Cutlery/ Flatware: Cleaning, maintenance & storage
- Dinnerware, plates and service dishes
- Cleaning, maintenance & storage
- Glassware: Cleaning, maintenance & storage
- Cigar knowledge & service



Module 2: Housekeeping

- Second stewardess duties
- Flowers & floristry
- Linen & towel folding
- Laundry maintenance
- Crew laundry quick washing guide
- Charter roster
- Laundry room
- Guest cabin laundry
- Linen and towel folding chart
- Garbage management colour

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PROFESSIONAL BUTLERS COURSE CONTENT LEVEL 2 & 3

The Butlers Courses will cover the following modules in varying the degree of difficulty depending on the Level being taken, some of the modules will be optional across all levels.

BRIEF COURSE OVERVIEW

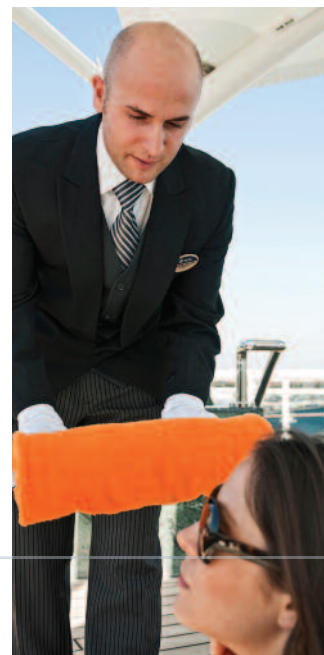
- Maintain a safe/secure working environment
- Customer/guest care procedures
- Maintain effective working relationships
- Housekeeping procedures & valeting duties
- Food service, wines, spirits and cigar operations
- Flowers and flower arranging for butlers
- Car care and maintenance (optional)
- Care of domestic animals (optional)
- Care of antique furnishings (optional)

- Supervisory & Leadership skills (Level 3 only)
- Organisation of travel arrangements - Event management (Level 3 only)
- Event management to include range of activities compatible with private yachting scenarios, ie picnics – barbeques – buffets etc. (Level 3 only)

ADDITIONAL MARITIME SPECIFIC COURSE CONTENT

- Maritime Fire Training and Health & Safety – Taken as a separate mandatory certificate SCTW95 – 10 (available through sister company Nautical Academy)
- Basic Food Hygiene Certificate (through City & Guilds)
- Living and working in a confined space over lengthy periods of time.
- Interpersonal relations between co-workers and with owners / guests, given the nature of the yachting industry.
- International etiquette, customs and protocols.

The programme has been thoroughly tested by the UWL and is used by many of London's 5 star hotels in addition the programme has been delivered to a number of international airline carriers and hospitality organisations in the Middle East and Far East including Cathay Pacific and Ethiad. The skills required to become a Butler are becoming increasingly in demand and are eminently suited for the industry that the SHHA serves. The qualification would also provide essential knowledge for those seeking to pursuing a career in Hospitality Industry especially as hospitality provision at the highest levels will now often include the services of a butler.



THE TEAM

The Training Team are all experienced Hospitality experts who bring considerable knowledge, expertise and operational experience from within the hospitality industry; they have all been assessed and approved by the University of West London.

The team is lead by John Croft (Director of Training), who after studying Hotel Management at Oxford Brookes University began a successful 30 year career in Senior Operational Hotel & Restaurant Management. His career encompassed a wide range of operations, hotels, restaurants, destination resorts, including country house Relais Chateaux hotels and Michelin starred restaurants

After a period in high end casino catering he spent a further 10 years designing, developing and project managing casino's throughout the UK & Europe. He founded a leisure based project management company working in Europe and the Caribbean; and was recently CEO of the Academy of Food & Wine Service in London.

ENTRY LEVEL REQUIREMENTS

- | | |
|---------|--|
| LEVEL 1 | CV + telephone interview – on line SNAP assessment |
| LEVEL 2 | CV + telephone interview – on line SNAP assessment + 6 months hospitality experience + testimonial from employer, if applicable. |
| LEVEL 3 | CV + a Level 2 certificate or a comparable hospitality qualification + testimonial from employer. |
| LEVEL 4 | CV + a Level 3 certificate or a comparable hospitality qualification + testimonial from employer. |

(SNAP is an online Skills Needs Assessment Programme designed for those looking for a career in the Hospitality Industry)

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PRICING

LEVEL 1	5 Day Full Time	€ 995
LEVEL 2	10 Day Full Time	€ 1,750
LEVEL 3	Diploma 10 Day Full Time Followed by a period onboard with assignments	€ 2,550
LEVEL 4	Foundation degree online course with E assessments & tutors	€ 1,550

Combination Option for the Foundation Degree

For students wishing to pursue the L 4 Foundation degree and do not have a Level 3 or comparable hospitality qualification; they will be able to apply for the Combination Option, a Level 3 (Diploma) & the Foundation Degree, achievable within 2 years for a fixed price of € 3, 750

Conditions:

Prices exclude VAT

Prices do not include accommodation etc.

A 30% deposit with booking will be required, cancellation charges will apply (see T & C)

CONTACT

For bookings and further information please contact Sovren House Academy at:

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