tutoreca

Hospitality Academy & Studio

The Tuto Library

Food & beverage, hospitality and management

19	46	232	11 h 37 min
COLLECTIONS	MODULES	TUTORIALS	VIEWING TIME

The Tuto Library

3-minute tutorials, designed and presented by recognized hospitality and food & beverage professionals. Each module ends with a quiz to validate learning, and some include a ready-to-use toolbox so you can put it into practice right away.

19	46	232	11 h 37 min
collections	modules	tutorials	viewing time

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Tutotel Hospitality, management and sustainability — 25

01	Front Office	58 min	26
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PART 01

Tutoresto

Food & beverage: service, wine, bar and kitchen

11	29	136	5 h 37 min
COLLECTIONS	MODULES	TUTORIALS	VIEWING TIME

COLLECTION 01

F&B Service

A successful meal depends as much on the service as on the plate. For waiters, chefs de rang and maîtres d'hôtel, this collection covers guest welcome, technical skills and guest relations for smooth, elegant and attentive service.

55 min viewing time **3** modules **24** tutorials

THE EXPERT

Léa Burel

F&B SPECIALIST

Twelve years of luxury hospitality in Asia

A graduate of LYFE (Institut Paul Bocuse) in International Hospitality and Restaurant Management, Léa spent 12 years in Asia with leading international hotel groups, rising to Director of Food & Beverage at Hyatt. Drawing on this operational experience, she co-founded Tutoreca to offer hospitality professionals training grounded in the realities of the job. She also teaches in higher education, notably at LYFE and Ferrandi Paris.



MODULE

Hosting in Restaurants

6 tutorials · 15 min

The first impression starts with the reservation. Welcome, seating, communication with the team, a guest who has to wait: the right reflexes to build trust from the very first minutes.

01	Hosting - a crucial role	1 min 47
02	A warm and professional approach to taking reservations	2 min 16
03	Welcoming the guest to create a climate of trust	2 min 20
04	Sitting the guest elegantly and efficiently	3 min 55
05	Communicate effectively with the restaurant team	2 min 31
06	Handling a guest who has to wait	1 min 56
✔	**Quiz**	



MODULE

Service Skills

10 tutorials · 21 min

Carrying three plates, sending a dish at the right moment, clearing a table: smooth service shows in every gesture. The 10 golden rules and essential techniques, from setup to the stewarding area.

01	10 golden rules for serving like a pro	2 min 13
02	How to carry a tray	1 min 32
03	How to carry 1, 2 and 3 plates	2 min 02
04	Setting a table in a simple and efficient manner	1 min 55
05	Tips to prepare for service	2 min 06
06	How to take and punch an order	2 min 38
07	Food and beverage service	1 min 59
08	When and how to fire a dish	1 min 35
09	How to clear a table	2 min 21
10	How to clear at the stewarding area	1 min 40
✔	**Quiz**	



MODULE

Optimizing the Guest Experience

8 tutorials · 19 min

A guest in a hurry, a special request, a complaint to defuse: every table is different. Learn to read expectations, including through body language, and adapt your service to turn every situation into a successful experience.

01	Attitudes and postures to optimise the guest experience	1 min 38
02	First contact with the guests and menu presentation	1 min 32
03	Boosting guest experience and sales	3 min 49
04	Tips for handling a special request	2 min 13
05	Understanding guest needs based on the situation	2 min 20
06	Understanding the body language of guests	1 min 36
07	Turning a negative situation into a positive experience	3 min 10
08	How to maximize the impact of a satisfied guest	2 min 05
✔	**Quiz**	

COLLECTION 02

Breakfast

Volume, pace, highly varied expectations: breakfast packs many challenges into a short time. A short, practical collection for restaurant and buffet teams, whether new to the job or already experienced.

9 min viewing time **1** module **4** tutorials

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MODULE

Breakfast Service

4 tutorials · 9 min

The first meal of the day, often the last memory before departure: breakfast weighs heavily in a guest's opinion. Offer, setup, welcome, service and billing: the right reflexes for smooth service, even at peak times.

01	Introduction to breakfast offers	1 min 49
02	The importance of breakfast and its mise en place	2 min 46
03	Breakfast welcoming and service	2 min 18
04	Breakfast billing and posting	1 min 57
✔	**Quiz**	

COLLECTION 03

Wine Service & Knowledge

Speaking about wine with confidence and serving it well adds value to the wine offering and reassures the guest. From the basics of wine knowledge to service and tasting, this collection gives restaurant teams and aspiring sommeliers the knowledge and confidence to recommend with accuracy.

56 min viewing time **3** modules **20** tutorials

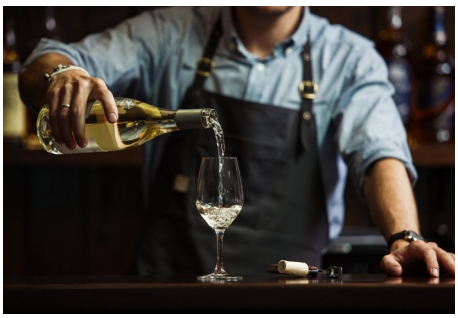
THE EXPERT

Thibaut Toix

SOMMELIER

A passion for wine, made to be shared

A graduate of the Université du Vin, Thibaut specializes in wine and spirits training and consulting. Tailored training, tastings, corporate events and wine tourism: he works with enthusiasts and professionals alike, with an approach that is accessible, practical and passionate.



MODULE

The Sommelier's Guide

7 tutorials · 22 min

Grape varieties, New and Old World, winemaking, reading a label: the basics to talk about wine with confidence. A clear introduction to the world of wine, with a practical wine glossary.

01	A brief history of wine	2 min 27
02	Wine terminology	3 min 46
03	Introduction to the different grape varieties	4 min 10
04	New world and old world wine	2 min 14
05	The production of white wine	2 min 54
06	The production of red wine	3 min 34
07	How to read a wine label	2 min 06
✔	**Quiz**	

TOOLBOX Wine terminology



MODULE

Wine Service

8 tutorials · 19 min

Recommending, decanting, serving at the right temperature, opening sparkling wine: the guest watches every move. The rules of professional wine service, by the bottle and by the glass.

01	How to hold and polish a wine glass	2 min 32
02	The different types of wine glasses	1 min 57
03	Decanting or carafing	3 min 26
04	How to recommend a wine in a restaurant	1 min 39
05	Wine serving temperatures	1 min 39
06	How to open and serve a bottle of wine	3 min 11
07	Wine service by the glass	1 min 53
08	How to open and serve a bottle of sparkling wine	2 min 18
✔	**Quiz**	



MODULE

Wine Tasting

5 tutorials · 15 min

Tasting, putting words to what you perceive, spotting a flaw before the guest does: tasting can be learned. The principles of tasting and food and wine pairing, for white and red wines alike, to recommend with accuracy.

01	Taste wine like a pro	3 min 40
02	Recognize the main flaws of a wine	3 min 08
03	The principles of food and wine pairing	2 min 04
04	White wine and food pairing	3 min 09
05	Red wine and food pairing	2 min 31
✔	**Quiz**	

TOOLBOX The vocabulary of wine tasting · Tasting guide

COLLECTION 04

The Bar

At the bar, technique and creativity matter as much as the recipe. For beginner bartenders and teams looking to raise their standards, this collection covers the fundamentals of mixology, bar techniques and the great classics.

41 min viewing time **4** modules **18** tutorials

THE EXPERT

Cyril Cioli

MIXOLOGIST

Flair, talent and over 1,000 bartenders trained

Having worked in speakeasies and cocktail bars, Cyril specialized in flair bartending. Spotted at an international competition in London, he became an instructor at the European Bartender School in 2018, where he trained over 1,000 bartenders. He has since co-founded Propino Bar Events, an event bar company on the French Riviera.



MODULE

Mixology

4 tutorials · 10 min

Vocabulary, essential equipment, 4 steps to prepare a cocktail: the ideal introduction for any future bartender, with Cyril and his passion for the craft.

01	Introduction to mixology	1 min 55
02	Bar terminology	3 min 30
03	The bartender's essential equipment	2 min 27
04	4 steps to prepare cocktails	1 min 18
✔	**Quiz**	



MODULE

Bar Skills

6 tutorials · 12 min

Shake, stir, strain: three techniques that make the difference between a decent cocktail and a great one. Choosing glassware, the importance of ice and techniques to keep the bar clean and perfectly organized.

01	Shake like a pro	1 min 42
02	Stir like a pro	1 min 20
03	Strain like a pro	3 min 13
04	Know and use the different types of glassware	2 min 32
05	The importance of ice	1 min 37
06	Working techniques to keep the bar clean	57 s
✔	**Quiz**	



MODULE

Bar - DIY

5 tutorials · 10 min

Homemade garnishes, syrups, infused spirits, bitters and shrubs: simple preparations to create a menu that reflects your style and helps you stand out.

01	DIY Garnishes	1 min 55
02	DIY Simple syrup	40 s
03	DIY Infused spirit	2 min 14
04	DIY Bitters	2 min 30
05	DIY Shrub	1 min 45
✔	**Quiz**	



MODULE

Classic Cocktails

3 tutorials · 9 min

Built, shaken or stirred: the three main families of classic cocktails and their techniques, with ready-to-use cocktail cards.

01	Built cocktails	3 min 00
02	Shaken cocktails	4 min 37
03	Stirred cocktails	1 min 13
✔	**Quiz**	

TOOLBOX Cocktail cards

COLLECTION 05

Product Knowledge

A guest asking about a rum or a tea expects advice, not hesitation. This collection gives restaurant and bar teams the essential knowledge of spirits, tea and coffee to advise with confidence and showcase every product.

29 min viewing time **2** modules **11** tutorials

THE EXPERT

Thibault Souchon

F&B SPECIALIST

From Seoul to Hanoi, the standards of fine dining

Thibault took part in the opening of Pierre Gagnaire's restaurant in Seoul, awarded two Michelin stars, before heading Food & Beverage at the Sofitel Legend Metropole Hanoi. In 2019, he opened his own restaurant, Origines, which received the “Tremplin de l’année” award as one of the five best first openings by a chef in France, followed by a Michelin star. He also leads consulting and training projects.



MODULE

Spirits

9 tutorials · 23 min

Gin, rum, vodka, tequila, whisky, sake, beer: know the origin and production of each to advise guests with confidence. And finally understand the principles of distillation, in complete sobriety.

01	Terminology of alcohol production	2 min 59
02	Understand distillation	1 min 37
03	Gin	2 min 18
04	Rum	2 min 01
05	Vodka	1 min 44
06	Tequila	2 min 49
07	Whisky, whiskey & bourbon	4 min 14
08	Sake	1 min 59
09	Beers	2 min 55
✔	**Quiz**	



MODULE

Tea & Coffee

2 tutorials · 6 min

At the end of a meal or at breakfast, tea and coffee leave a lasting impression. Discover the main types of coffee and tea to meet every request.

01	The different types of coffee	1 min 55
02	The different types of tea	4 min 04
✔	**Quiz**	

COLLECTION 06

Hygiene in F&B Service

Food safety doesn't stop at the kitchen door. For all front-of-house teams, this collection brings together the essential hygiene rules and the right reflexes when facing allergies and incidents, to protect guests every day.

16 min viewing time **1** module **5** tutorials

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MODULE

Hygiene in F&B Service

5 tutorials · 16 min

A guest with an allergy, a food-related incident, a poorly maintained fridge: in front of house, hygiene is your responsibility too. The essential rules to apply every day to prevent risks and protect your guests.

01	How to handle a guest with an allergy	4 min 32
02	Response plan for a food-related incident	3 min 16
03	Hand washing and use of latex gloves	2 min 44
04	Storage of F&B items	3 min 09
05	Fridge cleaning and temperature reports	1 min 58
✔	**Quiz**	

COLLECTION 07

F&B Management

Running a restaurant means balancing service quality, team organization and profitability. For managers and restaurant supervisors, this collection brings together the essential management tools, from briefings to menu engineering, all the way to wine cellar management.

22 min viewing time **2** modules **8** tutorials

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MODULE

F&B Management

5 tutorials · 14 min

Briefings, rosters, pricing policy, menu engineering, promotions: the levers that drive an outlet's performance. Learn to use them in practice, including a ready-to-use menu engineering template to analyze your menu and make better decisions.

01	Conduct a complete and effective briefing	2 min 08
02	Create an effective duty roster	2 min 30
03	Market survey and pricing policy	3 min 04
04	Menu engineering to reduce costs and to optimize revenue	3 min 09
05	Create, set up and follow up on the results of promotions	2 min 54
✔	**Quiz**	

TOOLBOX Briefing sheet · SWOT Analysis · Menu Engineering



MODULE

Wine Management

3 tutorials · 8 min

A wine list is built, managed and controlled. Mandatory information in France, key principles for building a wine list and inventory techniques, with a ready-to-use master file.

01	Mandatory information on wine lists in France	1 min 55
02	Key elements to consider when creating a wine list	3 min 47
03	Inventory techniques	1 min 38
✔	**Quiz**	

TOOLBOX Wine - Master file

COLLECTION 08

Kitchen Fundamentals

Organization, cutting, preparation, cooking: the foundations of a consistent, well-controlled kitchen. For commis chefs, newly onboarded cooks and multi-skilled teams, this collection passes on the skills and methods of leading kitchens, applicable in any professional kitchen.

25 min viewing time **4** modules **10** tutorials

THE EXPERT

Denis Groison

CHEF AND RESTAURANT OWNER IN PARIS

From great kitchens to a personal cuisine

Trained at Ferrandi, Denis built his career alongside leading figures of French gastronomy, from Flora Mikula to Guy Lassausaie, before gaining further experience in Singapore and then at the Sofitel Legend Metropole Hanoi, where he became Executive Sous Chef in 2014. Back in Paris, he founded Le Mazenay, his own restaurant, where he expresses a cuisine shaped by these French and international experiences.



MODULE

Kitchen Organization

3 tutorials · 7 min

In the kitchen, the quality of service is decided long before the rush. Receiving and storing goods, mise en place, organization during and after service: the method to ensure consistency, efficiency and performance.

01	Receiving, storing, and managing stock	1 min 57
02	The importance of mise en place	2 min 08
03	During and after service	2 min 02
✔	**Quiz**	



MODULE

Cutting Techniques

4 tutorials · 11 min

Sticks, dice and other cuts: precision shows on the plate. Choosing the right knives and the essential cutting techniques to gain precision and consistency.

01	Knives in the kitchen	2 min 37
02	Stick cuts	2 min 10
03	Dicing	2 min 53
04	Other cuts	2 min 47
✔	**Quiz**	



MODULE

Preparing Animal Proteins

2 tutorials · 4 min

Preparing raw poultry, preparing fish: technical skills that set up everything that follows. The right methods to work with animal proteins precisely and achieve consistent quality, from preparation to cooking.

01	Cleaning and cutting raw poultry	1 min 59
02	Cleaning and preparing fish	2 min 01
✔	**Quiz**	



MODULE

Cooking Methods

1 tutorial · 3 min

Every ingredient has its cooking method. Discover the main techniques and learn to choose the right one to preserve flavors, control textures and bring out the best in each ingredient.

01	Different cooking methods in the kitchen	2 min 39
✔	**Quiz**	

COLLECTION 09

Menu Essentials

Sauces, eggs, salads, sandwiches: these classics appear on many hotel menus and are ordered at all hours. This collection helps kitchen teams prepare them with consistency and precision, whatever the time of day or the cook on duty.

19 min viewing time **4** modules **10** tutorials

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MODULE

Essential Sauces

3 tutorials · 7 min

The five mother sauces, modernized classics, sauces for meat and fish: the foundations every kitchen brigade must master to create consistent, flavorful dishes.

01	Modern classic sauces	2 min 13
02	The five mother sauces	2 min 28
03	Meat and fish sauces	2 min 18
✔	**Quiz**	



MODULE

Eggs

2 tutorials · 4 min

Hard-boiled, soft-boiled, poached, boiled in the shell, fried or as an omelet: at breakfast and brunch, eggs leave no room for approximation. The techniques to master every preparation and get consistent results at every service.

01	Hard-boiled, soft-boiled, and poached eggs	1 min 34
02	Boiled-in-shell, fried eggs, and omelets	2 min 12
✔	Quiz	



MODULE

Salads

2 tutorials · 4 min

Caesar and Niçoise, two hotel menu classics that guests know by heart. The recipes and techniques to prepare and serve them with the same precision, at any time of day.

01	Caesar Salad	1 min 42
02	Niçoise Salad	1 min 39
✔	Quiz	



MODULE

Sandwiches

3 tutorials · 4 min

Club sandwich, croque-monsieur, burger: the essentials of snacking and room service. The methods to gain consistency, speed and quality of presentation with every order.

01	Club Sandwich	1 min 24
02	Croque-Monsieur	1 min 11
03	Burger	1 min 24
✔	Quiz	

COLLECTION 10

Food Cost Management

A profitable kitchen is built one recipe at a time. For chefs and kitchen managers, this collection lays the foundations of recipe sheets and menu engineering to control food cost without compromising on quality.

6 min viewing time **1** module **2** tutorials

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MODULE

Recipe Sheets and Cost Control

2 tutorials · 6 min

A well-built recipe sheet protects both the quality of the dish and the margin. Structure your recipes, control quantities, identify allergens and optimize your food cost with menu engineering.

01	Recipe Sheets	2 min 02
02	Menu engineering	3 min 09
✔	**Quiz**	

COLLECTION 11

Kitchen Hygiene

Both a regulatory obligation and a responsibility toward every guest, food safety relies on precise rules applied by everyone. From HACCP to traceability, this collection trains kitchen teams in good practices at every stage, from receiving to service.

59 min viewing time **4** modules **24** tutorials

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MODULE

Introduction to HACCP

2 tutorials · 5 min

HACCP is more than a regulatory requirement: it is the foundation of your guests' safety. Understand the HACCP approach and identify the main biological hazards to control.

01	Introduction to HACCP	2 min 22
02	Biological hazard sheets	2 min 27
✔	**Quiz**	



MODULE

Good Hygiene Practices (GHP)

11 tutorials · 27 min

Personal hygiene, cleaning, pests, waste, storage, slicing, assembling: good hygiene practices apply to every step, from delivery to service. 11 tutorials to prevent contamination and secure every stage.

01	Personal hygiene	2 min 36
02	Use and handling of latex gloves	2 min 44
03	Cleaning and disinfection	3 min 04
04	Waste and bin management	1 min 49
05	Pest prevention and control	2 min 46
06	Layout of premises and choice of equipment	2 min 57
07	Transport of food items	2 min 27
08	Unpacking and stocking	2 min 23
09	Slicing, mincing, and grating	2 min 18
10	Assembling food products	2 min 04
11	Service	1 min 43
✔	**Quiz**	



MODULE

Critical Control Points (CCP)

9 tutorials · 22 min

Storage and cooking temperatures, cooling, freezing, vacuum packing, buffets: the stages where food safety is decided. The rules to control every critical phase, from receiving to service.

01	Receiving raw materials	2 min 01
02	Storage	2 min 59
03	Storage temperatures	2 min 18
04	Freezing and thawing	2 min 53
05	Cooking temperatures & sous-vide cooking	2 min 50
06	Cooling	1 min 40
07	Hot holding, reheating, and buffet management	2 min 52
08	Vacuum packaging	1 min 30
09	Salting, smoking, and marinating	2 min 24
✔	Quiz	



MODULE

Traceability

2 tutorials · 5 min

When a product is non-compliant, every minute counts. Set up reliable traceability and learn to apply withdrawal and recall procedures.

01	Traceability	2 min 04
02	Withdrawal and recall procedures – non-compliant products	2 min 25
✔	Quiz	



PART 02

Tutotel

Hospitality, management and sustainability

8	17	96	6 h 00 min
COLLECTIONS	MODULES	TUTORIALS	VIEWING TIME

COLLECTION 01

Front Office

The front desk is the first and last face of the hotel. For receptionists, front office managers and front desk teams, this collection provides the keys to a warm, rigorous and sales-minded welcome, from check-in to check-out, including when the unexpected happens.

58 min viewing time **2** modules **16** tutorials

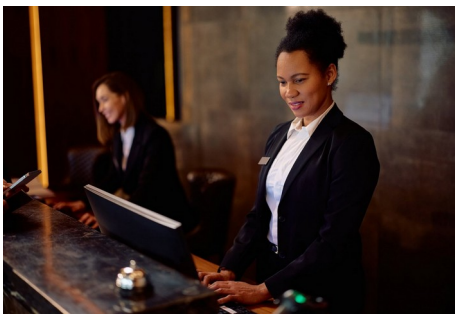
THE EXPERT

Gaëlle Macé

OPERATIONS MANAGEMENT SPECIALIST

Operational excellence, grounded in the field

Holding a Master's degree in International Hospitality Management, Gaëlle built her career within major hotel groups across several continents. Front Office Manager, Quality Auditor and then Operations Manager, she now supports teams with expertise forged in operations.



MODULE

Front Office Operational Techniques

15 tutorials · 55 min

From arrival to departure, every moment at the front desk shapes the memory of the stay. Check-in, upselling, a room that isn't ready, a billing error, overbooking: 15 everyday situations and the right reflexes to handle them professionally.

01	The importance of the receptionist's role and the right attitudes to adopt	3 min 24
02	Tips for preparing guests' arrival	3 min 24
03	Tips for using digital tools	4 min 02
04	Tips for a warm and efficient check-in	3 min 09
05	Sales generation tips	3 min 09
06	Managing the arrival of a guest when the room is not ready	3 min 04
07	Escorting and presenting the room to the guest	3 min 15
08	Knowing and anticipating the needs of guests	2 min 40
09	Tips for a warm and efficient check-out	3 min 04
10	Turning a negative situation into a positive experience	4 min 08
11	Handling a billing error at Check-Out	5 min 02
12	How to maximize the impact of a satisfied guest	2 min 26

13	The importance of communication at the front desk	4 min 25
14	Security, a key responsibility for the front desk team	4 min 19
15	Tips to manage overbooking and walk-outs	4 min 56
✔	Quiz	



MODULE

Front Office Management

1 tutorial · 3 min

A few minutes are enough to align the team before the wave of arrivals. Learn to lead a clear, effective briefing, with a ready-to-use sheet to prepare your team.

01	How to conduct a team briefing at the front desk	2 min 46
✔	Quiz	

TOOLBOX Briefing sheet - Front desk

COLLECTION 02

Housekeeping

Guests never see the work of housekeeping; they see the result. Designed for room attendants, housekeepers and floor supervisors, this collection combines method, efficiency and well-being at work to deliver flawless rooms, day after day.

54 min viewing time **2** modules **16** tutorials

THE EXPERT

Cendrine Klein

EXECUTIVE HOUSEKEEPER

Attention to detail, at the highest level

With a Master's degree in Hospitality Management, Cendrine has worked in luxury hospitality for more than 16 years. After an international career in events and guest relations, she specialized in housekeeping. She has worked in some of the world's most prestigious establishments, always placing team training and skills development at the heart of her approach.



MODULE

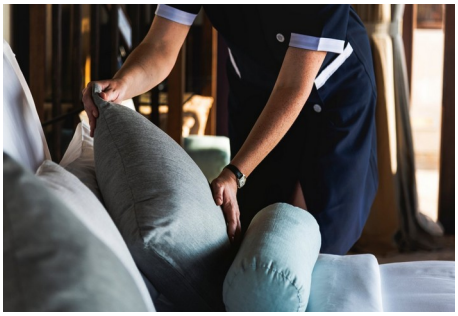
Housekeeping Operational Techniques

13 tutorials · 41 min

A perfect room relies on a method: the right products, the right cleaning sequence, an impeccable bed, a flawless bathroom. From the start to the end of the day, best practices to save time, maintain quality and protect your body.

01	Learn about cleaning products and equipment	3 min 41
02	Properly start your day	3 min 44
03	Greeting guests while cleaning public areas	1 min 23
04	Understand and apply the move forward principle	1 min 52
05	Entering a room and preparing it for cleaning	4 min 11
06	Cleaning of the bathroom and toilets	4 min 19
07	Making a bed	3 min 50
08	Cleaning of surfaces and floors in the room	4 min 27
09	Cleaning of occupied rooms	3 min 55
10	Keeping the pantry clean and tidy	2 min 22

11	Managing lost & found items	2 min 04
12	For your safety and that of the guests	2 min 13
13	Properly end your day	2 min 16
✔	Quiz	



MODULE

Housekeeping Management

3 tutorials · 13 min

Smooth operations depend on a good briefing, close communication with the front desk and engineering, and well-managed inventories. The tools and best practices to organize, monitor and develop your team every day.

01	The importance of communication with the front desk and engineering	4 min 52
02	Conduct an effective daily briefing	3 min 22
03	Inventories in housekeeping	3 min 51
✔	Quiz	

TOOLBOX	Roadmap - Housekeeping

COLLECTION 03

Sustainability

Guests, employees and partners now expect concrete commitments. From major environmental challenges to good practices in hotels and restaurants, this collection helps teams understand the issues, take action and make sustainability a real lever.

1 h 07 min viewing time **4** modules **17** tutorials

THE EXPERT

Léa Burel

F&B SPECIALIST

Twelve years of luxury hospitality in Asia

A graduate of LYFE (Institut Paul Bocuse) in International Hospitality and Restaurant Management, Léa spent 12 years in Asia with leading international hotel groups, rising to Director of Food & Beverage at Hyatt. Drawing on this operational experience, she co-founded Tutoreca to offer hospitality professionals training grounded in the realities of the job. She also teaches in higher education, notably at LYFE and Ferrandi Paris.



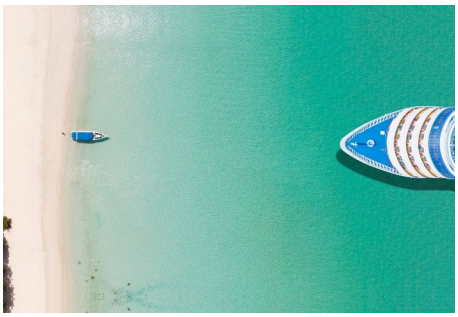
MODULE

Sustainability Fundamentals

4 tutorials · 19 min

Climate change, natural resources, greenhouse gases: understand the major environmental challenges, why businesses need to act, and where to start.

01	Understanding climate change	3 min 55
02	Natural resources and social challenges	4 min 53
03	Greenhouse gaz emissions	4 min 02
04	Understanding sustainable development and its challenges	5 min 23
✔	**Quiz**	



MODULE

Sustainability Applied to Tourism

1 tutorial · 4 min

Tourism brings regions to life as much as it can put pressure on them. Measure its impacts and discover how to balance tourist appeal, resource preservation and positive benefits for local communities.

01	Discovering the importance and impact of the tourism industry	3 min 59
✔	Quiz	



MODULE

Hospitality Good Practices

7 tutorials · 26 min

Energy, water, cleaning products, guest amenities, eco-certifications: concrete actions to reduce your property's environmental footprint and move towards carbon neutrality.

01	Eco-design	4 min 08
02	Energy management	4 min 28
03	Water management	4 min 31
04	Cleaning products	3 min 02
05	Amenities	3 min 08
06	Eco-certifications in hospitality	2 min 36
07	How to become carbon neutral	4 min 07
✔	Quiz	



MODULE

F&B Good Practices

5 tutorials · 18 min

Responsible purchasing, sustainable menus, fighting food waste: concrete practices to reduce your restaurant's impact and support more responsible farming and fishing.

01	Understanding the impact of agriculture	3 min 50
02	Understanding the importance of our oceans	2 min 55
03	Responsible purchasing	3 min 28
04	Crafting menu with sustainability in mind	2 min 41
05	Waste management	4 min 08
✔	**Quiz**	

COLLECTION 04

Key Workplace Competencies

Getting organized and communicating well: two skills that make the difference in every hospitality and F&B role. For every team member, whatever their position, this collection helps build calm, efficiency and better working relationships.

42 min viewing time **2** modules **9** tutorials

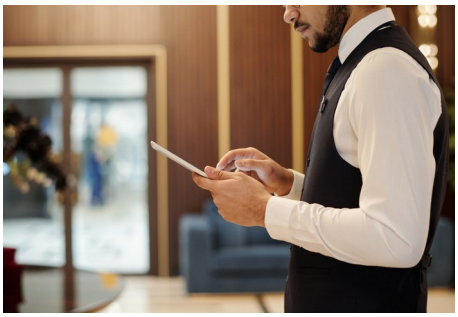
THE EXPERT

Patrick Collignon

HUMAN RESOURCES EXPERT

Growing talent and teams

With 21 years of experience in human resources, Patrick supports both small businesses and international groups in developing their talent. Management, motivation, team cohesion and engagement: he helps teams build the skills and collective dynamics that make projects succeed.



MODULE

Personal Efficiency

4 tutorials · 17 min

Interruptions, emergencies, tasks piling up: in hospitality, the day leaves little room to breathe. The Eisenhower Matrix, SMART goals and prioritization: practical methods to take back control of your time.

01	Learning in 4 phases	3 min 20
02	How to counteract time thieves	6 min 09
03	Prioritize your tasks to make good decisions	3 min 25
04	"SMARTIZE" your goals	3 min 26
✔	**Quiz**	

TOOLBOX Eisenhower matrix - prioritization of tasks



MODULE

Keys to Communication

5 tutorials · 25 min

A colleague who shuts down, feedback that is poorly received, a message that doesn't get through: within a team, everything comes down to communication. Discover personality profiles through the DISC model and learn to give and receive effective feedback.

01	Keys for a successful communication	3 min 03
02	Tips to gain in relational effectiveness	5 min 51
03	Discovering the keys to relational intelligence	5 min 31
04	Receiving negative feedback: always a gift!	3 min 20
05	4 tips for providing constructive feedback	6 min 23
✔	**Quiz**	

TOOLBOX DISC model · Receive negative feedback in 8 steps · The DESC model for providing constructive feedback

COLLECTION 05

Management & Leadership

In an industry where turnover weighs heavily, the quality of management makes the difference in attracting, motivating and retaining talent. For new and experienced managers alike, this collection provides the keys to building an engaged team, developing skills and growing talent.

50 min viewing time **2** modules **11** tutorials

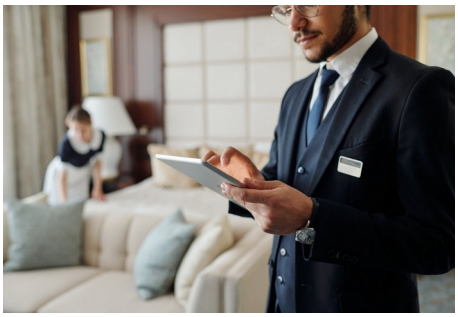
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MODULE

Management Fundamentals

5 tutorials · 23 min

Going from colleague to manager changes everything. Setting a clear framework, showing recognition, delegating without demotivating: the fundamentals for finding your management style and helping your team grow.

01	A defined work environment for an efficient atmosphere	4 min 14
02	Establish a culture of valorization	4 min 00
03	Becoming a manager-coach	5 min 08
04	Delegating while motivating	5 min 37
05	Motivational factors	4 min 27
✔	**Quiz**	

TOOLBOX — The 4 leadership styles to become a manager-coach · Delegate while motivating



MODULE

Developing and Retaining Your Team

6 tutorials · 27 min

Recruiting the right people, helping them grow and retaining them: that's the challenge for every hospitality manager. Performance reviews, the STAR method, conflict management and team cohesion: the keys to supporting each team member's development.

01	Performance reviews	5 min 30
02	The challenges of talent management	2 min 44
03	Developing an inspiring training program	4 min 55
04	The STAR method for conducting your hiring interviews	4 min 41
05	De-escalating conflicts	4 min 04
06	Tips for improving team cohesion	4 min 44
✔	**Quiz**	

TOOLBOX Performance reviews schedule · The S.T.A.R. method for interviews

COLLECTION 06

Revenue Management

The right price, for the right guest, at the right time: revenue management has a direct impact on revenue. For general managers, sales managers and front desk teams, this collection makes the discipline clear, practical and applicable every day, whatever the size of the property.

1 h 01 min viewing time **3** modules **19** tutorials

THE EXPERT

Cyril Delcour

REVENUE MANAGEMENT EXPERT

Hotel performance, made simple and practical

Cyril co-created the Revenue Management Operations department at Louvre Hotels Group, which oversaw up to 1,000 hotels in more than 50 countries. In 2018, he founded Cydel Consulting and notably led revenue management for the Vacanceselect group and its 300 campsites. Pricing strategy, performance management and OTA relations: he makes revenue management accessible and directly applicable on the ground.



MODULE

Revenue Management Fundamentals

5 tutorials · 16 min

Revenue management isn't just for large groups. Understand its logic, identify the right levers and find out where to start applying it in your property.

01	Defining revenue management	3 min 47
02	Understand the RM philosophy	2 min 55
03	When to perform RM	2 min 50
04	Prerequisites for the implementation of RM	4 min 19
05	Simplicity: the key to success in RM	2 min 04
✔	**Quiz**	



MODULE

Understanding KPIs and Revenue Management

10 tutorials · 32 min

Occupancy rate, average daily rate, RevPAR, pick-up: the indicators that tell the story of your performance. Cyril breaks them down one by one and shows you how to read them to make better decisions.

01	Understand your revenue	2 min 40
02	KPIs - Key Performance Indicators	2 min 17
03	KPI - Capacity and available rooms	3 min 29
04	KPI - Revenue	2 min 54
05	KPI - Number of sales	2 min 53
06	KPI - Unconstrained demands	4 min 10
07	KPI - Average rate	3 min 08
08	KPI - Occupancy rate	3 min 25
09	KPI - RevPAR	2 min 59
10	KPI - Ramp-ups and pickups	3 min 13
✔	**Quiz**	



MODULE

From Theory to Practice

4 tutorials · 13 min

A daily routine, a pricing structure, public rates, and the reflex of thinking in rates rather than room types. Best practices to take action quickly and avoid the classic pitfalls.

01	A daily approach to RM	3 min 54
02	Validate the availability of a rate and not a room type	2 min 12
03	Define your pricing structure	3 min 34
04	Define your public rate	3 min 18
✔	**Quiz**	

COLLECTION 07

Personal Presentation

In hospitality, every team member's image contributes to that of the property. A short, effective reminder of presentation standards, useful for all guest-facing teams, especially during onboarding.

3 min viewing time **1** module **1** tutorial

THE EXPERT

Gaëlle Macé

OPERATIONS MANAGEMENT SPECIALIST

Operational excellence, grounded in the field

Holding a Master's degree in International Hospitality Management, Gaëlle built her career within major hotel groups across several continents. Front Office Manager, Quality Auditor and then Operations Manager, she now supports teams with expertise forged in operations.



MODULE

Personal Presentation

1 tutorial · 3 min

Guests form an impression before you say a word. The fundamentals of a professional, polished appearance, in just 2 minutes.

01	Personal presentation	2 min 14
✔	**Quiz**	

COLLECTION 08

French Employment Law

Contracts, working hours, absences, employee representation: employment law in the French hospitality sector is demanding, and mistakes can be costly. Created with Cabinet Sancy for business owners, managers and HR officers, this collection provides clear guidance and practical tools to manage teams in compliance with French law.

25 min viewing time **1** module **7** tutorials

THE EXPERT

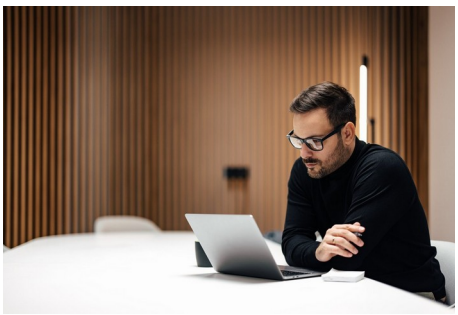
Xavier Berjot

ATTORNEY AT LAW, PARIS BAR

French hospitality employment law, made clear

Trained in leading employment and business law firms, Xavier heads Cabinet Sancy, dedicated to employment and social security law in the hospitality and restaurant sector. Through his training, he shares practical advice to help professionals manage their teams and contracts in compliance with the law.

In partnership with SANCY SOCIÉTÉ D'AVOCATS



MODULE

French F&B and Hospitality Employment Law

7 tutorials · 25 min

Probation periods, working hours, unjustified absences, CSE, dismissal: situations where a mistake can be costly. Xavier Berjot gives you the rules and the right reflexes to manage contracts and teams in line with French law.

01	Mandatory HR documents	3 min 25
02	Hiring, which contract to choose	3 min 35
03	Managing the probation period	3 min 11
04	Setting and controlling working hours	3 min 56
05	Dealing with unjustified absence	3 min 04
06	The social and economic committee (CSE)	3 min 49
07	How to deal with redundancy	3 min 58
✔	**Quiz**	

TOOLBOX Single personnel register - Sancy X Tutoreca · HCR national collective agreement (summary) - FRENCH · Work schedule control sheet - Sancy X Tutoreca

tutoreca

Hospitality Academy & Studio

Onboard fast. Train for excellence.