



Allround Hospitality Employee Level 1

Free Educational Program

Are you looking for new opportunity and do you want to enter the Dutch hospitality field without any cost? The Free Educational Program of the Orange Academy is the right chance for you.

What will you get?

- Internship of 1360 hours in Hotel or Restaurant in the Netherlands
- Allround Hospitality Employee Level 1 Course at HRC Academy in Sofia, Bulgaria
- Free housing while actively in the program
- Internship weekly fee
- Covered travel expenses and arriving pick-up at the Airport in The Netherlands
- Free working clothes
- Free Netflix account
- Free online Emergency course
- Free online Dutch course app
- After graduation **if your attitude is good you will be offered a job as an Allround Hospitality Employee in The Netherlands**

Requirements:

- You must be 18+ years old
- European citizenship
- Good communication skills
- You must be able to speak, read and understand **basic English**
- You **must have the High School Original Diploma**
- Ability to effectively communicate with department managers, team members and guests
- Must possess a strong team spirit.

Steps to get the certificate and to start a career in The Netherlands:

1. Part 1: Practical internship in the Netherlands, organized by The Orange Academy BV
2. Part 2: Allround Hospitality Employee Level 1 Course by HRC Culinary Academy in Sofia (Bulgaria)
3. Part 3: Graduation for the Full Professional Certificate

Internship fee:

Fee during full-time internship in the Netherlands:

€100,= per week

Fee during full-time class in Sofia:

€ 60,= per week

Allround Hospitality Employee starting salary after graduation:

€ 1800,= gross per month

Accommodation

We will provide for you free housing in The Netherlands during the whole internship and free housing in Sofia during the course at HRC Academy.

Education:

For the educational part The Orange Academy has a partnership with the "HRC Culinary Academy" in Sofia (Bulgaria) where you will attend the Allround Hospitality Employee Level 1 Course. The program is taught in **English**.

The goal of the program is to educate and train candidates towards being an allround and employable hospitality employee. Regarding that goal, three hospitality domains are addressed: each in one module. These modules are introductory modules, which will allow the candidate not only to become the allround hospitality employee, but also to create a solid basis for a specialization in one of the four domains through another HRC course.

1. Front Office module (night reception, receiving guests at hotel reception, intake, registration, payments, checking out).
2. Food professional module (preparing buffet, preparation of food, presentation, basic hygienic rules regarding food)
3. Food & Hospitality module (serving food, etiquette, creating a hospitable atmosphere)

Graduation:

To get the Full Professional Certificate Culinary Arts you have to carry the 1360 internship hours and achieve the Continental Cooking Course at HRC Academy.

What will you do during your internship?

During the Front Office part

- Check-in / Check-out of hotel guest including payments and inform about them
- Ensure all guest service standards and all hotel and departmental policies
- Remedy all guest complaints and issues to make the guest happy
- Review all arrivals and departures and prepare room type's to check-in correctly
- Take care of the daily checklist
- Responsible for department expenses
- Follow proper cash, debit card, creditcard handling procedures
- Develop strong working relationships with all other departments like housekeeping
- Close Night Audit
- Work with the booking- and reservation systems like Opera/Amadeus
- Work with the Front Office Manager to achieve budgeted and forecasted rooms revenue
- Working hours: 7AM-3PM / 3PM-11PM / 11PM-07AM (about **3 nights shifts** per week during the Front Office part of the internship)

During the Food professional part

- Preparing breakfast or simple lunch in the hotel/restaurant according to hygienic standards
- Preparing set-up of the restaurant
- Preparing food, using simple cutting techniques, baking bread in the oven
- Preparing tea and coffee
- Welcoming guests
- Taking care the guests have an enjoyable meal

During the Food & Hospitality part

- Welcoming guests
- Inviting the guests to a table
- Informing the guests about the menu and special offers
- Taking orders and guiding the guests through an enjoyable experience
- Serving food and drinks according to hygienic standards
- Serving food and drinks according to etiquette rules
- Taking care the guests have an enjoyable meal
- Presenting the tab and taking care of payment

COVID-19 state:

The Orange Academy takes care of his candidates and do the best to cover the candidate's needs even in this pandemic time. Therefore, we will facilitate a safe trip from your home country to the Netherlands and we will take care of all the Covid-19 rules: we will refund the expenses of the PCR Covid Test before the departure and after your arrival in The Netherlands. Then because of possible unpredictable government restrictions the program could undergo changes and TOA could be forced to make some organization changes.