

Subsidized seminar

Frederick Training & Certification Center

# Creating Culture of Quality in Restaurants

## Seminar's purpose:

The program aims to train the staff employed in catering areas, in terms of the importance of culture, the ways to improve it, the healthy development of partnerships, the correction of behaviors and techniques among the restaurant team. The purpose is the greater efficiency of the services offered to customers.

The element of culture is obviously of the utmost importance in the context of the proper operation of a restaurant.

## SPECIAL GUESTS !!

- ❖ **CHRISTOPHER JONES**  
*The sushi master*
- ❖ **RALPH RADTKE**  
*Awarded Hotelier*

DURATION: 10 hours

DATES:  
24-25/4/2023 (08:30-13:45)

LOCATION:  
Frederick University, Limassol

COST FOR GRANT  
BENEFICIARIES\*:  
€100 + VAT €41,80

Language: English

**APPLICATION FORM**

## COST OF THE PROGRAMME

Participation fee*	HRDA Subsidy (for beneficiaries)	Final Cost	Discount to non-beneficiaries
€220 + 19% VAT	€120	€100 + VAT (€41,80)	20%

\*Beneficiaries of the subsidy are employees of companies/organizations (grant €120) and unemployed (100% grant) provided that they meet the conditions set by the HRDA. No subsidy is paid to self-employed persons or state employees.



FREDERICK UNIVERSITY



ΕΚΠΑΙΔΕΥΤΙΚΟ ΚΑΙ  
ΕΞΕΤΑΣΤΙΚΟ ΚΕΝΤΡΟ

Το προγράμμα επιχορηγείται από την Αν.Α.Δ. Οι επιχορηγούμενοι/οργανισμοί που συμμετέχουν σε εργατοσυνεταιρισμούς, καθώς και οι άνεργοι, οι οποίοι ικανοποιούν τις προϋποθέσεις της Αν.Α.Δ. θα έχουν της σχετικής επιχορήγησης.



## TARGET AUDIENCE:

The programme is offered for people working in catering areas. Specifically, the seminar is aimed at restaurant owners, wider restaurant staff - as well as high-ranking staff, such as restaurant managers, maitres and chefs.

## INSTRUCTOR

**JURY COMMITTEE**

**CYPRUS ESTIA AWARDS 2023**

**IOANNIS IOANNOU**  
Ιδιοκτήτης γαλλικού γαστρονομικού εστιατορίου La Maison Fleurie -  
Λέκτορας στο κολέγιο Ξενοδοχειακών και Τουριστικών επαγγελματιών Μεσόγειος

**BOUSSIAS presents CYPRUS WEDDING AWARDS 2023 JURY COMMITTEE**

**IOANNIS IOANNOU**  
Λέκτορας στο κολέγιο Ξενοδοχειακών και Τουριστικών Επαγγελματιών Μεσόγειος

### IOANNIS IOANNOU

Hospitality Management Lecturer: Food & Beverage Management, Delivery Customer Experience, Risk Management in Hospitality Industry, Service Quality Management. Certified Trainer (level 5) by Cyprus HRDA (ANAD). Awarded by the American Academy of Hospitality Sciences of New York with the Five Star Diamond Award.

Jury Committee at ESTIA AWARDS (restaurants & food and beverages trading companies) and at WEDDING AWARDS (wedding event planning & organization).

Experienced Owner with a demonstrated history of working in fine-dining restaurants. Fully Skilled in quality service, Marketing Management, Negotiation, Budgeting, Food & Beverage, and Market Planning. Strong entrepreneurship, highly professional with a Degree in hospitality & tourism management focused in Hospitality & tourism management from Glion Institute of Higher Education in Switzerland.

Owner of the french restaurant "La Maison Fleurie" in Limassol.

## LEARNING OUTCOMES

- Know the precious importance of creating culture of quality in restaurants.
- Define a common policy guideline in the restaurant.
- Relate the importance of culture in the restaurant to the improvement of the product, but also of the restaurant's services.
- Choose ways to improve the culture in the restaurant.
- Develop new collaboration trends for more effective services.
- Work together as a team to correct bad behaviors and techniques.
- Defend the importance of ethics in the operation of a restaurant, as a key factor for efficiency and success.

## SPECIAL GUESTS!!



### CHRISTOPHER JONES:

- President of Sushishop
- President of AAG (Glion Alumnis)
- 203 restaurants in 9 countries
- 230 million euros sales
- 4000 employees
- 25 years of business success



### RALPH RADTKE:

- "Hotel Personality 2018"
- "Best Hotelier 2017"
- General Manager at Ciragan Palace & Regional Vice President of Kenpinski Hotels
- Former President of Glion Alumnis Association
- Many awards and distinctions

## MORE INFORMATION

For more information you can contact directly Training and Certification Center of Frederick  
[www.frederick.ac.cy/EKEK](http://www.frederick.ac.cy/EKEK), τηλ. 22394489, [ekel@frederick.ac.cy](mailto:ekel@frederick.ac.cy)



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