



LES TROIS CHEFS

The hospitality
values

We are a « task force » in charge of dealing with a burning issue !!!!!!!

Reminder, I am :

A professional of the training sector and/or the hospitality trade endowed with values and capable of enhancing and promoting them with people in search of occupational projects



What are these values?

- **Pride to belong to a trade serving guests and also offering a wide range of career opportunities**
- **Knowledge of CSR issues and means to implement it and capable of promoting the efforts of the sector**
- **Capacity to communicate with the appropriate posture with the target group to inspire them into the jobs of the trade as an ambassador of Hospitality.**

WHAT'S THE ZGENS?

Our main target

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GENERATION Z, ONE OF OUR TARGETS

The Zgens don't have the same relation to work as their elders. Their expectations: being autonomous, find meaning and seize the day.

They are particularly keen on the social and environmental impacts.

They want a good balance between personal and working life. They want to go to work less by requirement than pleasure.

Work is also viewed as a means to find financial resources for what they desire, off working time.

1 Alphonse Delarue

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- *Good afternoon, my name is Alphonse Delarue, the chef of l'Auberge du Lac in Châlon sur Loing, in the centre of France.*
- *Our jobs are fantastic whether in the kitchen or in the restaurant room. We enjoy pleasing our guests. For this you can't be lazy and must accept to be commanded, accept to go to bed late after service, to stand upright on your legs without grumbling at all chores, even the most unpleasant, peeling vegetables, carrying very hot plates without tripping down. When I was an apprentice, my mentor was tough, yet this is the way you learn ! Nothing to regret and I am grateful to him ! Today just a kick in the ass or a grab at the female apprentice 's butt, it's a big fuss and you 're dragged to Court ! That's the way today, Guys !*
- *Well, after a few years, our efforts are rewarded : a commis can become a chef, a waiter a head waiter. Only a few youngsters can make it, just a few I mean. Today noone wants to work : there's plenty of jobs to be offered in our trade though*

Let's imagine Alphonse speaks to members of the Zgeneration

- What's good ?
 - What's wrong?
 - Score its speach from 1 to 5
 - Wrong 1right 5
- .Your score :
- Justify your score

2 Paul Costières

- *Good afternoon, my name is Paul Costières, the chef of the Val des Oliviers in Queyssac sur Drôme, South of France.*
- *Satisfying our guests, that's our goal ! for this, you've got to have values : punctuality, love of a job well done ! Our jobs are real professional fulfillment whether cooking in the kitchen or waitressing in the restaurant room. It is ever so satisfactory to put our talents into practice to provide a cuisine which pleases our guests but also to serve them well in the dining room. For that, you mustn't skip steps ; you've got to learn bases and accept to undertake chores when others have a rest, enjoy their weekend and hit the dance floor. You've got to be curious and available at the same time and after a while you really start enjoying your job !*

Let's imagine Paul speaks to members of the Zgeneration

- What's good ?

- What's wrong?

- Score its speach from 1 to 5

- Wrong 1right 5

.Your score :

Justify your score

3 Thierry Delalande

- *Good afternoon, I am Thierry Delalande the chef of La Pomme d'Or in Belleville sur Touques, Normandy.*
- *Our Youngsters are fantastic these days and we definitely have to find ways to inspire them into our trade. The sense of hospitality is typical of the human kind, and we are so lucky to make it a proper job.*
- *Our values are paramount ; it's all about making our guests happy with a cuisine beautifully supplied by teams working hard over their stoves. I am a chef indeed, but I reckon that without my commis, men and women, including my dishwasher, I can do nothing and I show my gratitude each time I can. In the restaurant room, we are happiness providers, not mere servants ! We make great encounters there and we learn how to run our guests' relationship. They come here to be treated to something special : which is our treat in return.*
- *Of course we work in staggered hours like doctors, nurses, policemen, but our businesses have made great efforts to recognise our work and improve our conditions : we now feel at home.*
- *A lot of us have the ecological transition in the radar screen. This is the case of our particular business : energy saving, local fresh food supply, waste reduction are our targets ! We then need new competencies and ideas to help us.*
- *Our jobs are definitely meaningful. Just imagine our cities and countryside without restaurants, cafés, hotels... that would be disastrous. We, men and women of the hospitality trade, are extremely proud of our jobs. They are indispensable... definitely!*

Let's imagine Thierry speaks to members of the Zgeneration!

- What's good ?
- What's wrong?
- Score its speach from 1 to 5
- Wrong 12.....3.....4..... 5 right

.Your score :

Justify your score: