

## **ANGLAIS**

### THEMES D' ETUDE POUR LES DEUX ANS

#### THE HOTEL INDUSTRY

- from budget to luxury
- independent / chain hotels
- other kinds of accommodation
- sustainable development
- new technologies and online apps for hospitality

#### THE CATERING INDUSTRY

- British pubs / cafés
- from fast food to gourmet restaurants
- themed / ethnic restaurants
- eating out: new concepts / new trends
- contract catering / travel catering

#### WORK ENVIRONMENT

- catering colleges / on-the-job training
- skills and staff shortage
- work conditions
- celebrity chefs
- discrimination
- front of house: problems and solutions
- front office : customer care and welcome

#### HEALTH AND SAFETY

- food balance and healthy eating
- HACCP and food scares
- new regulations

#### MARKETING AND MANAGEMENT

- market segmentation and new target groups
- customer care : catering for guests with special needs
- the ups and downs of starred establishments

#### + HOT TOPICS AND ISSUES ( if and when relevant )