



FDRP CERTIFIED THE ASSOCIATE PROGRAM

Streamline your hospitality training with the only enriched, yet flexible, system returning benefits that go far beyond the award-winning course instruction!

Certification Credentials

- Pre-qualify a potential hire's knowledge / skill
- Standardized training keeps terminology and knowledge uniform, even across unit types
- Reduce turnover rates by recognizing individuals, who stay where they are appreciated
- Set apart your hospitality curriculum with dual wine and service certifications

Management Control

- Up-to-the-minute staff/student reporting based on search criteria meaningful to you: by location, group, date or completion status
- Per position pricing eliminates turnover costs
- Quickly promote/demote an individual to have managerial functions

Culinary & Wine Knowledge

- Enhance guest experience with servers who can act & communicate as culinarians
- Build a communication bridge between dining room and kitchen staff
- Reduce time required by chefs to educate servers on the culinary arts
- Prepare servers to make wine pairing recommendations based on guests' dish selections

Staff Communication

- Announce a shift availability with a single mouse click instead of multiple telephone calls
- Administer announcements from your personalized StaffNET™
- Instant message to individuals with ease



**FOR MORE ON OUR PROFESSIONAL DEVELOPMENT OPTIONS, CALL US AT
904-491-6690 OR VISIT US ON THE WEB AT WWW.FDRP.COM**

EXPRESS YOUR HOSPITALITY®

ASSOCIATE PROGRAM

Addressing the curriculum needs of both restaurants and higher education programs, these standards review primary hospitality techniques plus the essentials of wine, beer and cocktails.

Two Editions to fit your educational needs:

CASUAL DINING STANDARDS

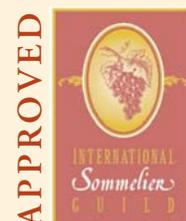
Focused on delivering the knowledge and skills applied in informal establishments.

FINE DINING STANDARDS

Incorporates the advanced techniques used in the classic styles of service, including tableside functions.

The proud recipient of both the ACF Education Award and the ISG approval, the FDRP Instructor Toolkit is the only truly complete system, containing:

- Easy-to-digest, independent lessons
- Step-by-step lesson plans: objectives, questions, exercises and more
- Matching presentation CD
- Motivational DVD, produced by Patti Davita
- Alternative Testing Method for students with learning disabilities



FRONTSUMMIT® COURSES

The available lessons at the e-Learning center match all FDRP printed material, so you can:

- Reinforce your teaching/standards;
- Help students make up a missed class;
- Assign lessons to study in advance so more focus can be spent on practicing skills;
- Lessen disruption to work schedules.

FDRP CERTIFICATION

Testing can be taken online or be administered by a trainer through paper tests.** Awarded credentials are:

CASUAL DINING STANDARDS

Certified Dining Room Associate (DRA)[™] and Certified Associate Wine Steward (WSA)[™]

FINE DINING STANDARDS

Certified Dining Room Associate (DRA)[™]

**Conditions apply

FDRP STAFFNET™

StaffNET™, the versatile reporting and robust communication module allows you to:

Check up-to-the-minute completion status of both courses and certifications of a single individual, the entire group or even everyone across concepts;

Communicate with selected individuals or an entire group in just one click, via cell phone text-messaging;

Print certificates directly to any printer;

Self-Registration of employees or students is automatic into the appropriate site/code area freeing the trainer from the cumbersome task of uploading rosters or employee lists;

Produce Reports to quickly analyze statistics across a class, restaurant or corporation.