

Extended Diplomatic Skills: Core Hospitality Training

Syllabus

Module 1: Table Etiquette

Implemented as a one-day e-workshop

What goes where?: Basic table presentation;

- “From Soup to Nuts”: Introducing multiple course-meal etiquette;
- What is this for? Using the correct cutlery and the correct glass;
- Communicating with your plate: Cutlery placement etiquette;
- Table etiquette in different cultures

Module 2: Wine Knowledge and Introduction to Wine Economics

Implemented as a three-day e-workshop

- Introduction to Wine History
- Wine economics
- Explaining wine labels
- The Labeling System
- The Main Appellations in Europe
- Oenology
- Effective wine-tasting techniques
- Wine and food pairing
- Wine and art

Module 3: Effective Hospitality in an Intercultural Setting

Implemented as a two-day e-workshop

- Food and culture;
- Cultural specifics;
- Symbolism and exchange of gifts in different cultures;
- Guest-host power dynamics in different cultures;
- Culture-specific and international faux-pas.
- Conclusion: Intercultural networking skills