



PROGRAMMA DIDATTICO

# MATOORO



Matooro e' l'unica Accademia italiana a Londra patrocinata dal Ministero degli Esteri, l'Ambasciata italiana a Londra, la Camera di Commercio italiana a Londra e la FIPE (Federazione italiana pubblici esercizi).

L'età massima per partecipare e' di 39 anni, la stessa età che aveva Roberto Costa, il fondatore, quando e' arrivato a Londra ed ha cambiato la sua vita professionale, imparando che la gestione manageriale è importante tanto quanto la pratica.

Matooro è l'opportunità che hai di cambiare la tua vita.



# IL VALORE AGGIUNTO DI MATOORO

## PROGRAMMA MANAGERIALE

Programma didattico concentrato sulla gestione del back office, formare sia il personale di sala che di cucina in modo manageriale, con attenzione alle principali incidenze del F&B cost e del wage cost, insegnare loro come si gestisce un punto vendita in modo "igienico" e "sano".

## PRATICA NEI RISTORANTI

per completare la formazione ci saranno 40 ore di pratica nei Ristoranti, si affineranno gli insegnamenti teorici concentrandosi sulla ricezione internazionale.

## CORSO DI INGLESE

Metteremo a disposizione degli accademici un corso di Inglese della durata di sei mesi atto a sostenere l'esame B1, esame obbligatorio per prendere il visto.

## OPPORTUNITÀ DI LAVORO

Alla fine dei sei mesi di corso, tutti gli accademici saranno introdotti a più di mille Ristoranti londinesi, avendo l'opportunità di cambiare letteralmente la loro vita, con stipendi che possono variare da 30K a 60K all'anno.

## BENEFITS PER GLI ACCADEMICI

Tutti i partecipanti avranno vitto e alloggio assicurato, la Oyster card gratuita per viaggiare in tube o in bus a Londra, saranno assunti da una nostra Società italiana e percepiranno un bonus mensile di 500 euro.

## CERTIFICATI HACCP

Saranno compresi quattro certificati di HACCP da poter aggiungere nere nel proprio CV

## PARTNERSHIP

La nostra Accademia e' patrocinata da:

- Ministero degli Esteri italiano
- Ambasciata italiana a Londra
- Camera di Commercio italiana a Londra
- FIPE (Federazione italiana pubblici esercizi)

*Per la durata di sei mesi, gli studenti avranno l'opportunità di imparare le basi di entrambi i compiti del "back of house" e "front of house", con un'attenzione mirata alle basi della struttura alberghiera nei primi tre mesi, e una impostazione con definizione manageriale ed attenzione amministrativa nel secondo trimestre.*

*Grazie al servizio serale che si svolgerà in uno dei ristoranti affiliati, gli studenti avranno anche l'opportunità di mettere in pratica ciò che hanno imparato durante il giorno, affiancando professionisti del settore per una media di circa 40 ore settimanali.*



**IL  
PROGRAMMA**



# FIRST MONTH

	WEEK 1		WEEK 2		WEEK 3		WEEK 4	
	COURSE	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER
THEORY CLASSES	<b>WELCOME TO THE STUDENTS AND PRESENTATION OF THE CLASSES</b>	<b>Roberto Costa</b> <i>(Genoese Gourmet Ambassador, Founder &amp; CEO of RC Group)</i>	<b>INTRODUCTION TO RESTAURANT SERVICE</b> Different type of service Type of "mis en place" Cutlery and glasswear Uniform and grooming Gesture and posture Approaching a table	<b>Marios Thomas</b> <i>(Restaurant Manager at MacellaioRC)</i>	<b>SERVICE BASIS (I)</b> Welcoming and greetings Steps of service Service techniques Understanding your guests	<b>Marios Thomas</b> <i>(Restaurant Manager at MacellaioRC)</i>	<b>WINE MASTERCLASS (I)</b> Intro to class tutors Wine List Layout Options Margins v Markups Pricing Models Storage, Day Cellar, Pars <i>Home studies begins for WSET L2</i>	<b>Michael Palij</b> (Master of Wine and founder of the school of wine "wine matters")
	<b>INTRODUCTION TO HOSPITALITY</b> The history of Italian cuisine Roberto Costa – telling the story of his success From family restaurants to big chains Organisation's set up: - Organigramme - Positions - Roles	<b>Roberto Costa</b> <b>Emanuele Serra</b> <i>(Operations Manager at RC Group)</i>	<b>TRAINING ON PRODUCT'S SELECTION</b> Italian biodiversity Provenience of Italian products Understand products by regions How to pair products (i.e. difference between olive oils)	<b>Roberto Costa</b> <i>(Genoese Gourmet Ambassador, Founder &amp; CEO of RC Group)</i>	<b>HOW TO CHOOSE THE RIGHT PRODUCT</b> The research of products The short chain Understand the products - Introduction to the dry-ageing process - Homemade production - Italian traditions - Italian producers	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>SERVICE BASIS (II)</b> Helping during the service Understand timing for different courses When and how to send a course away How to clear the table Resetting a table Saying goodbye	<b>Marios Thomas</b> <i>(Restaurant Manager at MacellaioRC)</i>
	<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>	
	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker
FOH PRACTICE	HELPING AND OBSERVING WAITING STAFF ON THE FLOOR	Restaurant Manager	HELPING AND OBSERVING KITCHEN STAFF PRE SERVICE & DURING SERVICE	Restaurant Head Chef	HELPING WAITING STAFF GREETING GUESTS	Restaurant Manager	HELPING AND OBSERVING KITCHEN STAFF PRE SERVICE & DURING SERVICE	Restaurant Head Chef
EXTRA COURSES							Food Hygiene course - level one	Food Alert - Online course

## SECOND MONTH

	WEEK 1		WEEK 2		WEEK 3		WEEK 4	
	COURSE	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER
<b>THEORY CLASSES</b>	<b>BAR SERVICE</b> Different type of coffees Different type of teas How to make coffees Time management and orders Amari & digestives	<b>Roberto Costa</b> <i>(Genoese Gourmet Ambassador, Founder &amp; CEO of RC Group)</i>	<b>WINE MASTERCLASS</b> Basics of wine Understanding grapes variety Focus on wines from North of Italy North of Italy wine tasting Corkscrews and Other Tools Glassware Presenting a bottle Opening a Bottle Decanting Pouring (1st and subsequent bottles)	<b>Virgilio Gennaro</b> <i>(WSET Certified educator and wine consultant at Locanda Locatelli)</i>	<b>TILLS &amp; SYSTEMS</b> ERP systems Using the till and inserting an order Error correction, voids and wastage Gift items & vouchers Deliveries and take away orders	<b>Emanuele Serra</b> <i>(Operations Manager at RC Group)</i>	<b>BACK OFFICE BASIS</b> fnb intro What's a GP and how to work with it Products – menu items – batch recipes EPOS back end	<b>Emanuele Serra</b> <i>(Operations Manager at RC Group)</i>
	<b>SHIFTS TASKS</b> Tasks pre-shift Tasks during shift Time management Table numbers Table positions	<b>Marios Thomas</b> <i>(Restaurant Manager at MacellaioRC)</i>			<b>COCKTAIL MASTERCLASS (I)</b> History Spirits & liquors Understand difference between glasses Different type of ice Most famous classic cocktails Making a cocktails	<b>Edmund Skinner-Smith</b> <i>(Business Development manager at Winetraders)</i>	<b>TABLE SERVICE</b> How to take an order Explaining the menu Body language Open/closed questions Suggestions Upselling NOT upsetting Sales techniques and service standards Table service with gueridon	<b>Roberto Costa</b> <i>(Genoese Gourmet Ambassador, Founder &amp; CEO of RC Group)</i>
	<b>KITCHEN BASIS</b> Personal care and uniform Organisation of the mis en place Knowledge of kitchen brigade Gastronomic language with technical terms Kitchen equipments and tools Maintenance of kitchen equipment Understand boards colours	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>TOOLS AND EQUIPMENTS</b> Techniques and methods of preparation Cutting techniques Presentation of each knife Blade maintenance and sharpening Proper use of knives and understand the cuts Methods and specific equipment and tools for food preservation Adequate refrigerated temperature Maintenance of refrigerators Blast chillers	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>COOKING TECHNIQUES</b> The 13 methods of cooking Batches and recipes Line preparation Specific condiments and sauces How to make a broth Temperatures and cooking times	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>EVERYTHING ABOUT PASTA</b> Understand different type of flour What is gluten History and preparation of Italian pasta Understand different type of pasta Dry pasta and fresh pasta Pasta shapes Organic products Production	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>
	<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>	
	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker
<b>FOH PRACTICE</b>	SETTING UP THE FLOOR MIS EN PLACE RUNNING DISHES TO THE FLOOR SERVING DISHES TO THE TABLE	Restaurant Manager	SETTING UP THE FLOOR MIS EN PLACE RUNNING DISHES TO THE FLOOR SERVING DISHES TO THE TABLE	Restaurant Manager	SETTING UP THE BAR COFFEE PRACTICE HELP WAITING STAFF ON THE FLOOR PRACTICE ON SERVICE	Restaurant Manager	GREETING GUESTS TAKE GUESTS TO THE TABLE EXPLAIN THE MENU SUGGESTING DISHES TABLE SERVICE	Restaurant Manager
<b>BOH PRACTICE</b>	HELP WITH KITCHEN PREPARATIONS HELP ASSISTING THE SOUS CHEFS HELP WITH SIDE DISHES PREPARATION	Restaurant Head Chef	HELP WITH KITCHEN PREPARATIONS HELP ASSISTING THE SOUS CHEFS HELP WITH SIDE DISHES PREPARATION	Restaurant Head Chef	HELP KITCHEN PREPARATIONS HELP WITH SAUCES AND CONDIMENTS PREPARE BATCHES HELP WITH SIDE DISHES PREPARATION	Restaurant Head Chef	HELP WITH SAUCES AND CONDIMENTS PASTA PREPARATION BREAD AND FOCACCIA MAKING STARTERS SECTION	Restaurant Head Chef
<b>EXTRA COURSES</b>							Health & Safety course - Level one	Food Alert - Online course

## THIRD MONTH

	WEEK 1		WEEK 2		WEEK 3		WEEK 4	
	COURSE	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER
THEORY CLASSES	<b>RECEPTION</b> Understand booking systems (Opentable/Quandoo) How to answer the phone How to take a reservation How to insert a reservation How to spread your reservations along the night The art of reading your guests Returning time	<b>Carola Del Celo</b> <i>(Reservations specialist at RC Group and PA to Roberto Costa)</i>	<b>WSET L2 exam</b> <b>Wine tasting technique</b>	<b>Michael Palij</b> <i>(Master of Wine and founder of the school of wine "wine matters")</i>	<b>STOCK COUNT</b> The importance of the Stock How to make the stock How to make orders Tasks after shift - Stock counts - How to count and input - Orders and our suppliers - Delivery notes and invoices - What to do when a delivery is wrong"	<b>Marios Thomas</b> <i>(Restaurant Manager at MacellaioRC)</i>	<b>MARKETING</b> The importance of Marketing in hospitality Social medias Bloggers & Influencers Journalists and critics Monthly promotions and events Secret diners Direct Marketing in the restaurant	<b>Anna Scarduzio</b> <i>(Marketing Specialist at RC Group)</i>
	<b>AT THE MEAT COUNTER</b> Red and white meat Principal cuts Cooking techniques for different cuts Dry-ageing process Nutritional properties Cured meat	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>AT THE FISH MONGER</b> Understand and distinguish different species Freshness and provenience of the breeds Fish cleaning Understanding the fish blast freezing process How to store fish correctly Fish dry-ageing process and ph control	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>IN THE BAKERY</b> Understanding flour's strenghts How to make bread, focaccia and pizza The importance of accuracy Baker's percentages The importance of ingredient temperatures Mixing methods Chemical leavening agents	<b>Luciano Nastasi</b> <i>(Executive Chef at RC Group)</i>	<b>PATISSERIE</b> Knowing the chemistries of food Understand tools and machinery Different type of pastry Most famous Italian desserts and their provenience The importance of creativity Compositions and garnishes	<b>Jacopo Tosti</b> (Head Chef at Macellaio RC Soho)
	<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>	
	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker	<b>ETIQUETTE CLASSES (ONCE A WEEK)</b>	Karlo Baker
FOH PRACTICE	HELP TO ORGANISE A SECTION EXPLAIN THE MENU ASSIST THE WAITER TO TAKE ORDERS SUGGEST WINES SERVE WINES	Restaurant Manager	ORGANISE YOUR TABLE PLAN HELP WITH RESERVATIONS EXPLAIN THE MENU TAKE ORDERS SEND MAINS AWAY MAKE BASIC COCKTAILS	Restaurant Manager	HELP WITH STOCK COUNT HELP WITH ORDERS ORGANISE RESERVATIONS ON THE SYSTEM TAKE WALK-INS TAKE FOOD ORDERS TAKE WINE ORDERS	Restaurant Manager	ORGANISE YOUR OWN SECTION TAKE ORDERS INSERT ORDERS IN THE TILL CALL MAINS AWAY UPSELLING STOCK COUNT	Restaurant Manager
BOH PRACTICE	PREPARATION OF BUTCHERY SECTION HELP THE BUTCHERY MAKE ALL STARTERS FROM THE BUTCHERY	Restaurant Head Chef	PREPARATION OF BUTCHERY SECTION HELP THE BUTCHERY MAKE ALL STARTERS FROM THE BUTCHERY	Restaurant Head Chef	RUNNING BUTCHERY SECTION ON YOUR OWN CUTTING PREPARAE YOUR OWN SECTION FOR THE SERVICE MAKE YOUR OWN FOCACCIA AND BREAD INDIPENDENTLY	Restaurant Head Chef	MAKE YOUR OWN FOCACCIA AND BREAD INDIPENDENTLY PREPARE ORDERS FOR SUPPLIERS HELP WITH STOCK COUNT WASTAGE AND TRANSFERS	
EXTRA COURSES			Fire Marshal course	Food Alert - online course				

## FOURTH MONTH

	WEEK 1		WEEK 2		WEEK 3		WEEK 4	
	COURSE	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER	NAME OF THE CLASS	TEACHER
<b>THEORY CLASSES</b>	<b>BACK OFFICE DUTIES (I)</b> Understand the importance of food & beverage costs How to get your numbers right Managing your till, create new items and add special offers How to do a "closing" How to do the End Of the Night	Emanuele Serra <i>(Operations Manager at RC Group)</i>	<b>MANAGEMENT DUTIES</b> Improve your managing skills Work on budget WTR Flash report How to maintain high standards Anticipate your guests	Marios Thomas <i>(Restaurant Manager at MacellaioRC)</i>	<b>Value chain</b> <b>Incoterms</b> <b>Food and wine matching</b>	Virgilio Gennaro <i>(WSET Certified educator and wine consultant at Locanda Locatelli)</i>	<b>THE PERFECT HOST</b> How to set up your floor plan to optimise reservations How to set up your availability to optimise reservations The art of never say NO Front of house secrets to entertain your guest while their waiting How to help the floor while welcoming your guests How to deal with big groups reservations Managing events at the restaurant	Carola Del Celò <i>(Reservations specialist at RC Group and PA to Roberto Costa)</i>
		Marios Thomas <i>(Restaurant Manager at MacellaioRC)</i>		<b>MIXOLOGY</b> Mis en place Jiggers and free pouring Stirring or shaking How to use a shaker Make a complex drink in batches How to do your own infusion and syrup Garnishes				
	<b>A CUISINE OF PRODUCTS</b> Understand organoleptic properties of Italian products Understand flavour pairings Understand how to balance flavours in a dish Create your own dish	Roberto Costa <i>(Genoese Gourmet Ambassador, Founder &amp; CEO of RC Group)</i>	<b>FOOD DESIGN</b> Choosing the right plate Composition of a dish Relationship between colour and taste/flavour Creative presentations Simplicity makes the difference	Consuelo Radaelli <i>(Design teacher at the IED Milan and free-lance journalist for Mixer Planet)</i>	<b>WINE MASTERCLASS</b> a.Terroir of South of Italy b.Wines from South of Italy c.Understand how to pair them d.Wine tasting and food pairing	Virgilio Gennaro <i>(WSET Certified educator and wine consultant at Locanda Locatelli)</i>		
	<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>		<b>ITALIAN/ENGLISH LANGUAGE CLASSES (TWICE A WEEK)</b>			
<b>FOH PRACTICE</b>	ORGANISE YOUR OWN SECTION EXPLAIN THE MENU TAKE ORDERS AND SEND MAINS AWAY INSERT ORDER IN THE TILL AND MAKE VOIDS MAKE COCKTAILS WINE SUGGESTIONS	Restaurant Manager	ORGANISE YOUR OWN SECTION EXPLAIN THE MENU TAKE ORDERS INSERT ORDER IN THE TILL AND ADD PRODUCTS ON YOUR OWN WINE SUGGESTION AND SERVICE	Restaurant Manager	RUN YOUR OWN SECTION TAKE ORDERS INDEPENDENTLY DEAL WITH COMPLAINTS OR MISTAKES WINE SUGGESTION AND SERVICE DEAL WITH SUPPLIERS AND PLACE ORDERS END OF NIGHT	Restaurant Manager	MAKE THE DAILY BRIEFING ORGANISE YOUR TABLE PLAN FOR THE NIGHT RUN THE BUSIEST SECTION WITH THE HELP OF A TUTOR DIRECT COMMIS WATERS TO HELP YOU DURING THE SERVICE EXPLAIN THE MENU AND SUGGEST WINES ACCORDINGLY DEAL WITH COMPLAINTS OR MISTAKES END OF NIGHT	
<b>BOH PRACTICE</b>	FOOD COSTING MAKE ORDERS ON YOUR OWN RUN STARTERS SECTION ON YOUR OWN PROCESS INVOICES WORK INDEPENDENTLY IN A BUSY ENVIRONMENT	Restaurant Head Chef	HELP TO RUN THE MAIN SECTION COORDINATE SERVICES BETWEEN SECTIONS WORK INDEPENDENTLY IN A BUSY ENVIRONMENT ORGANISING YOUR TEAM	Restaurant Head Chef	HELP TO RUN THE MAIN SECTION COORDINATE SERVICES BETWEEN SECTIONS WORK INDEPENDENTLY IN A BUSY ENVIRONMENT ORGANISING YOUR TEAM	Restaurant Head Chef	DAILY BRIEFING WITH THE TEAM RUN THE KITCHEN AND MOTIVATE THE TEAM HELP WITH KITCHEN ROTA FNB RESPONSABILITIES LABOR COST RESPONSABILITIES MAKE ORDERS ON YOUR OWN	
<b>EXTRA COURSES</b>							First aid course	Food Alert - online course





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# Roberto Costa



Roberto Costa was born and raised in Genoa, at the heart of the Liguria region in northwest Italy, famed for being a culinary treasure trove of the peninsula. After being brought up in the family-run trattoria, he opened a number of successful restaurants around Italy before moving to London where he opened the now famed Macellaio RC in South Kensington in 2012, also awarded with three prawns by Gambero Rosso, who now counts 5 other locations in London (Exmouth Market, Union Street, Fitzrovia, Battersea and Soho) and one in Italy (Milan). Elected man of the year in 2017, Roberto Costa has soon become an important point of reference for many Italian people coming to the UK, also due to his presence as Director of the board of the Italian Chamber of Commerce and Industry in the UK since 2016. Thanks to his passion for food and his knowledge about hospitality, in 2017 he has been appointed Gourmet Ambassador and also awarded as the first Genoese Ambassador in the world. With the aim of sharing his knowledge acquired over the years with young people, to train and motivate them to work in the beautiful world of the hospitality industry, in 2018 Roberto found the RC Academy, one of his biggest projects related to education in the hospitality industry, with which he has already trained more than 200 students.

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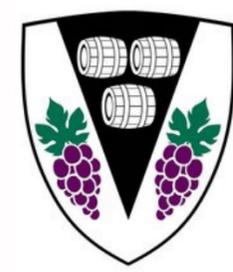


## MICHAEL PALIJ MW

### Professional Master of wine

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Born in Toronto, Canada, Michael Palij is an adventurer, businessman, and one of only 380 Masters of Wine worldwide. Michael emigrated to the UK in 1989 and has worked in the wine trade ever since. In 1992 Michael was appointed buyer for a chain of independent shops and made his first visit to Italy the same year. He promptly fell in love with both the country and its wines and established the import agency, Winetraders, which continues to import Italian wines from more than a dozen regions; its success has prompted expansion into Spain, Germany, Portugal and the New World. He passed the Master of Wine examination in 1995 and is now a leading authority on the wines of Italy. In 1997 he founded the first Oxford's wine school called Winematters, an Approved Programme Provider (APP) accredited by the Wine and Spirit Education Trust (WSET) which also offer Masterclasses, Sales and Service courses for the Hospitality sector, and Corporate Events. Michael lectures around the world but is also an importer, consultant, writer and accomplished sailor and mountaineer.



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**MASTERS**  
*of* WINE



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## VIRGILIO GENNARO

### Professional Wine expert

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Virgilio is currently Wine Director at Giorgio Locatelli Consultancy and Business Development Manager at Berkmann Wine Cellars.

Virgilio coming from the sunny wine island of Sicily, and has had a very impressive rise in the world of wine, having, first of all, competed in and coming to a very respectful 3rd place in the 'Best European Sommelier' 2009. He started as a sommelier in Locanda Locatelli, quickly gaining specialised knowledge of fine Italian wines.

Virgilio is one of the UK sommelier association's skills specialists and, is a source of all things wine, also covering lessons in Italian wine, with his typically engaging and charismatic teaching style.



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## EMANUELE SERRA

### Operations Manager at RC Group

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Operations Manager and Business Development of RC Group. Emanuele began his career within the Group from the beginning of the entrepreneurial project, supporting Roberto throughout the development path. He has acquired a consolidated knowledge of back-office and strategy processes. His decades of experience in the field and his natural predisposition for highly focused, excellent communication skills, and being motivated and professional in appearance and presentation, have made him one of the cornerstones of the whole group. Emanuele has excellent revenue management skills with experience in budgets, P & L's and forecasting and his demonstrated ability to Working with colleagues to share skills, knowledge, resources and networks make him the best teacher to convey this fundamental aspect of the business.

## LUCIANO NASTASI

### Executive Chef at RC Group

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The head chef of RC Group and the most important figure for all restaurants. Luciano reached a managerial role after a long apprenticeship, acquiring a great wealth of experience and excellent preparation. After having been a sous chef in starred kitchens, working alongside starred chefs such as Jason Artheton, Gioacchino Gaglio and Eric Chavet, and having acquired a perfect knowledge of the functioning of a kitchen, Luciano began his growth managing, supervising, motivating and coordinating the work of all the kitchen's staff of the 7 restaurants belonging to RC Group. Among his many tasks, his responsibilities include the design of menus, the creation of new dishes and the management of food costs. Luciano, thanks to all his experience and wide passion for cooking, will help the students to understand the fundamental knowledge to undertake this job.



## MARIOS THOMAS

### Restaurant Manager at Macellaio RC

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After receiving his degree as Business Administrator at the Athens University of Economics, in his home town, Marios has decided to move to the UK to improve his skills, and he immediately proved himself by completing a Master in Hospitality with the Chamber of Commerce and Industry in the UK in 2015. First and only restaurant Manager at the MRC Union Street branch since its opening in 2016, Marios Thomas has first started his career within the group at the renowned Macellaio RC in South Kensington as a waiter. Thanks to his excellent management skills and his incredible way of dealing with the team and organise the service, Marios has immediately started his escalation toward a managing position, which he finally gained with the new opening of Macellaio RC in Southwark. Since then, Marios has always being a very important asset for the company and this is why he has been one of our first teachers of the RC Academy in 2018.

## ANNA SCARDUZIO

### Marketing Specialist at RC Group

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RC Group marketing coordinator. Graduated from Bocconi in Milan and a professional journalist. She has a long experience in the management of communication and marketing campaigns for multinationals. During her career Anna has acquired the ability to identify the tools to improve brand awareness, increase sales and grow a loyal customer base, maximising the ROI (Return On Investment) on advertising campaigns. She coordinates all marketing strategies for the Group, to help the company achieve the established sales and growth objectives. It interfaces with all company functions and this makes it the most effective person in conveying the importance of good communication and monitoring in terms of consolidation and business growth.

## CAROLA DEL CELO

### Reservation Specialist at RC Group

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Graduated in Milan in Communication and Art direction, Carola has started to work with RC Group as a Receptionist at the first restaurant in South Kensington. Thanks to her good communication and organisation skills, together with her good management and strong team leadership, she soon became responsible for the recruitment, induction, ongoing training assessment and development of all Reception Staff. Carola has achieved a lot with her team, having a hands-on approach to general reception duties - making reservations, dealing with enquiries, dealing with complaints, cash handling and optimising reservations to increase sales. She has been responsible for providing high levels of customer support and service delivery, ensuring that all operational and reception staff are properly trained to the appropriate standards. Carola's path has been so multifaceted that she has now become Roberto Costa's personal assistant, which she supports in every operational, managerial and strategic decision.

Il progetto dell'Accademia contiene una autentica volontà di creare giorno per giorno quella indispensabile rete di relazioni cooperative e fiduciarie senza le quali il richiamo al capitale umano rischia di essere puramente retorico, in quanto privo dei necessari canali per la sua effettiva emersione e valorizzazione. Innescare un circolo virtuoso nello scambio di competenze: da una parte l'esportazione del bagaglio di conoscenze del proprio territorio, l'unicità dei prodotti, la biodiversità del territorio italiano; dall'altro la loro applicazione concreta nel nostro contesto lavorativo agevolando quindi il matching tra tessuto produttivo e capitale umano con l'utilizzo di strumenti di inserimento nel mercato del lavoro, come lo stage o a formazione on the job.

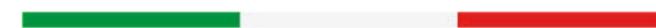
La sede primaria dell'accademia sarà in Fulham Broadway, dove i ragazzi avranno a loro disposizione una cucina professionale, una sala per l'insegnamento e un punto di ristoro con prodotti italiani di nicchia, mentre la formazione pratica sarà fatta tra i ristoranti affiliati, collaborando - in questo modo - con l'orientamento dell'insegnamento stesso.

Sponsorizzato da  
la Camera di Commercio e Industria Italiana nel Regno Unito e il Consolato Generale  
d'Italia a Londra, con il patrocinio del Ministero degli Affari Esteri,  
la nostra accademia accoglie ora nuovi candidati da tutto il mondo per iniziare questo  
viaggio insieme.



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