



Restaurant Eater'National

Alexandre Dumas Hospitality School
Illkirch Graffenstaden
*2nd Year Higher National Diploma in
Catering & Hospitality Industry*

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I. OUR COMPANY : THE TEMPORARY RESTAURANT

1. OUR PROJECT – ITS CREATION

We were a small **group of students** from Lycée Alexandre Dumas, which is a **Hospitality School** located in Strasbourg. All of us, were in our last year of studies, and we therefore decided to build up a project together. Everything was **team work**, and each decision was taken as a group. We were all **volunteer to work** on this project, and supported by a few professors also volunteering.

Being in the Hospitality Industry we came up with the **idea of opening a temporary restaurant**. We decided to take the opportunity of **the Egast Trade Show**. This trade show takes place in Strasbourg every two years, and it's a **major event** in the east of France for the Hospitality Industry.

This event gathers most of the **most famous professionals in our field** (such as : Anne-Sophie PIC, Régis MARCON, Guillaume GOMEZ, Marc HAEBERLIN, Gérald PASSEDAT, Jean-Georges KLEIN...).

It was really interesting for us to build this project in order to be in the **concrete professional world**, and to **meet well-known people** from the Hospitality Industry.

It was also a good opportunity to get noticed by the professionals, for this we had to attract them with an **innovative, original** and a **solid theme**!

We then decided to illustrate the Trade Show theme of the year: **Countries Gastronomic Specialities**. So we opted for **a restaurant which declined the 5 continents in the world**.

The name of our restaurant was: **Eater'National**. It was a wink to the international influences of our cooking. Below you can see the **logo** that we drew for our restaurant:



2. THE SERVICE OFFERED

We had **two different points of sale**: A **restaurant**, and a **snack**. Below we'll be detailing the two different offers and their specificities.

| | |
|---|--|
| <p>THE RESTAURANT</p> <p>EATER'NATIONAL</p> | <ul style="list-style-type: none"> - People could seat and enjoy their meal at a table. 120 seats available per service. - We had 3 types of menu : <ul style="list-style-type: none"> * 2 OR 3 dishes without wine. * 2 OR 3 dishes with a wine composition, called « Classe Affaire » (it was composed of cheaper wines than for the next menu) * 2 OR 3 dishes with a wine composition, called « 1^{ère} Classe » (with more expensive wines). - The first menu was from 29 € (2 dishes without wine) to 56 € (3 dishes « 1^{ère} Classe »). - We had 5 starters, 5 main courses, 5 desserts, one for each continent in the world, with the main ingredients of those continents. - We had French wines, but mostly wines from all over the world to surprise the customers with new products. <p><i>1st APPENDIX : copy of a part of our Menu</i></p> |
| <p>THE SNACK</p> <p>SALAD'BAR & WOK AWAY</p> | <ul style="list-style-type: none"> - People would choose their snack and take it away, or eat it at high tables. - We had different types of sandwich: Bagel, Baguette, Vegan and Swedish. We were mainly selling salad to « shake » once the customer had chosen his favourite dressing. And we also had a wok to cook in front of the guest. (+ some dessert such as: muffins, tiramisu...) - The prices was from 3€50 (for just a sandwich) to 10€ (MENU : wok, drink, dessert). |



3. THE TEAM : THE ORGANISATION CHART

We divided our work between different services. As we were 23 to manage the project we all had different tasks.

2nd APPENDIX: organization chart, with the repartition of all our members

II. THE IDEA AND ITS ORGANIZATION

1. BIRTH OF THE IDEA

A group of **23 students** started to volunteer for this project in October 2013. We knew that in March 2014, the **Egast Trade Show** would take place in Strasbourg. Egast is the place to be for professionals. The entrance of a part of the show is free of charge and we were in this section next to a cook-show. So we created this **short life time restaurant** thanks to E.P.A.

Almost each week we had a meeting on Tuesday evening. For each meeting we prepared some **objectives**, for instance « Find the name », « Find the concept of the restaurant and the take-away stand ».

We started by choosing the main idea between the **world food** and something more traditional. We decided to work on world food, because, all of us are planning on travelling over the world and want to discover other countries, other gastronomic cultures and other cultures.

So we used the **brainstorming approach** to find the name of our restaurant, by naming things that remember the words « trip », « food » and « international ». This method consists in finding a conclusion to a problem by gathering a list of ideas.

For example: Find the name



We had to **choose a concept** and a **type of distribution**. We had 3 options :

- Create a traditional restaurant,
- Offer self-service (such as « Prêt à Manger »),
- Make a food court. (Which would have been innovative because it's a concept that you don't really find in France).

We then opted for a **traditional restaurant**, with fine food and innovative recipes, in order to offer people **high standard quality**.

| | |
|--|---|
| Predict a number of guests | Thanks to numbers we obtained from other Trade Shows, we made forecast of the affluence we would expect. We were hoping to get 800 people at the restaurant, and 500 at the snack. |
| Estimate the different needs of our customers | 2 types of guests : <ul style="list-style-type: none"> - Professionals: They needed to eat quickly because they did not have time to eat. They were also looking for healthy food and fresh products. - Family and visitors: They had more time to seat and enjoy a proper meal, and were looking for new food associations. |
| Decide of the staff size | According to the space we had (120 seats) and the work in the kitchen we estimated our needs : 16 waiters, 5 sommeliers (wine waiters), 3 bartenders, 2 receptionists, 3 managers, 2 maîtres d'hôtel planned for one service with 120 guests. |
| Adapt our offer to the demand, and fix prices | We looked up to the usual prices that were practiced in Trade Shows to stick with them and be coherent. |

Below you will find the different solutions and decisions made for each point :

2. CHOOSE AND ADAPT OUR OFFER TO THE DEMAND

We then knew that we would have a **concrete**, and **real demand**. A lot of people would be wanting to take a snack during the day, especially after coming from the cook show, which was situated just next to our place. Moreover, we were the **only restaurant in the free Hall!**

Our offer had to be: **quick, healthy, fast, innovative** and able to serve a lot of people at the same time. We then opted for:

- A **traditional restaurant giving a taste of the world and 5 continent specialties** to respond to the demand of **good quality** lunch, with **comfort** and **surprise!**
- A **Salad'bar and Wok' away**, which was a snack to serve people in a hurry, and looking for **healthy** and **trendy snacking**

3. THE IMPACT OF THE MARKET SURVEY ON OUR DECISIONS

There were **4 other restaurants** on the trade show. By chance all of them were in the professional hall, which was charged. Bellow, you'll see the details of the competitors:

- « Les Etoilés d'Alsace » which was a Gastronomic Restaurant, made by a lot of famous chefs in Alsace. The restaurant could welcome 100 customers,
- « Tartin'Bar » ran by MJA SARL, prices going from 6 to 12 €,
- A traditional restaurant also ran by MJA SARL, prices going from 25 to 30 €. It could welcome 60 guests,
- « Paul » with a Take-away bakery. The menus were from 8 to 15 €.

We had no idea of all the prices, we only knew their name and locations. But we did know the standards of some of those companies, such as : « **Les Etoilés d'Alsace** ». They were **our biggest competitors**, offering the same type of dining. We couldn't fix our prices

according to them because we didn't know them. So we looked for the usual trade show prices and tried to offer lower ones. Moreover, we did have a great location, with the free Hall right next to the cook show, and all the famous chefs! Anyway, our main goal was to make benefits.

We also made **polls** in our school to have some ideas of the different dishes success before the Trade Show. In order to know if we succeeded at the end of the event we created a **satisfaction survey** to give to the customers.

3rd APPENDIX: satisfaction survey and its results

III. CONSTITUTION OF OUR TEMPORARY RESTAURANT

1. OUR NAME & OUR LOGO

It was obvious that the name and the logo of the company had to be **found by all the team**. Once we had decided the theme and concept of our company, we made a **brainstorming for the name** during a meeting. Then we made a **vote** to choose the name representing the company.

One of us (Matthieu) drew 3 logos and we also made a vote to choose our favourite, which represents the main-idea of our concept : **gastronomy in the world**.



2. COMPANY'S ORGANIZATION PER SERVICE

The committee direction was subdivided in **8 services**, which were all necessary to create a company. Each service was composed by minimum **a director and a director assistant** to succeed all the work and tasks. During the first meeting in the middle of October, we made **an election to form the committee direction** : each of us could stand for one or more positions to be elected and after that we voted by election of hands.

3. FUNDING THE ACTIVITY

To create the company we had to form a **capital of 500 euros**. We had **125 repayable advances** (avances remboursables), which worthed 4 euros to sell. Every member of the team sold 5 or 6 of them to his relatives (parents, friends and teachers) and as members of the executive committee we all bought one in order to be an entire shareholder of the company. The repayable advances must normally be given back at the end of the project, but all the shareholders decided to give it to us as a donation.

We also had generous donations (180 euros). We made a demand to obtain founding via **KissKiss BankBank**. It is a website where we described our project, and the internautes made donations in order to reach the amount that we had fixed at the beginning, which was : **10 000 euros**. The investors were given **compensations** according to the amount of their donation.

As the deadline was on the 17th of March, we didn't have the amount before the project. Of course the capital of 500 euros was not sufficient. Therefore **we asked the suppliers to pay after the project** (for example : the beverage, the food, the rent of the material, the location).

4. PROGRESS OF A GENERAL ASSEMBLY

In October and November, we had **general assemblies every week** to be sure that the project had a successful start. Then, we spaced out the general meetings of two or three weeks, and each service had **small meetings** together to progress in their specific tasks.

During a general meeting, the CEO (Chief Executive Officer), Pierre GIMENEZ, animated the meetings with both of his colleagues: the General Manager and the Assistant General Manager. They started by **listing on the board all the items that had to be approached during the meeting**. Then the meeting always ran differently, there were several situations:

- The different service managers and their assistant presented their work made during the small meetings to have the approval of the committee,
- They asked for advice from the committee in case we had to take important decisions,
- They explained specific things to be done by the members of the committee (example: sell the repayable advances),
- We made brainstorming and votes to decide for the global elements of the company (for the concept of the restaurant, the logo, the name...).

The running of the project was really **democratic** : there were no decisions taken without the **agreement of all the members** of the committee. At the end of all the general assemblies, the CEO set **objectives** to each service for the next meetings 2 or 3 weeks later, to be sure that the project runs well.



IV. REPORT OF OUR ACTIVITIES

1. GENERAL MANAGEMENT

- Organization of all the general meetings with the different points to be treated,
- Negotiation with the main suppliers like Stras'Events the organizer of the Egast Trade show for the position of the restaurant,
- Ensure (assurer) the good relationship between the members of the committee and the different suppliers,
- Approving all the decisions taken by the committee,
- Representation of the company and the project in front of the media, the suppliers and the organizers of the Egast Trade Show,
- Direct relationship with the different medias and journalists in partnership with the marketing director,
- Dealing with the different problems and issues (communication, suppliers...).

2. KITCHEN

- Small meetings with the kitchen staff to choose a starter, a main course and a dessert for each continent considering the different obstacles before finalizing the recipes (For example: As all the production was done in the school's kitchens, the products had to be transportable. Or when choosing the products they had to pay attention on the sanitary standards),
- Writing of the technical specifications sheets (fiches techniques) and definition of all the raw material costs,
4th APPENDIX : as an example, Europe main course
- Definition of the kitchen plan (plan de cuisine) and listing of the materials, before meeting Eberhardt Frères, our main supplier for all the materials, who made us a professional kitchen plan with all the materials they could lend us (the installation of the kitchen had been done 4 days before the beginning of the trade-show),
- Testing days in the school's kitchen to test all the recipes (restaurant and snack), to adjust and to finalize them,
- Estimation of all the ingredients and placing of orders of all ingredients by the different suppliers considering the forecasts that were done by the marketing department,
- Setting up of a hygiene plan and traceability of the products,
- Upstream work of production in the kitchen during one week before the Egast trade-show,
- Monitoring the different stocks of ingredients and products before, during and after the trade-show.
- Supervising of the smoothly running of the service, ensure the production and lead the staff.



3. SNACK

- Choice of the offer and the presentation (during a general assembly) : a salad' bar, a wok' away and sandwiches to propose our guests a complete offer with ingredients that stick with the theme : prawns, chicken, kefta with different sauces and dressings like teriyaki, Thai, peanut, bittersweet , which would be presented in a showcase,
- Drawing and elaboration of an engineering plan to see the equipment we would need in agreement with the kitchen staff to order the equipment on time,
- Writing of the technical specification sheets and definition of the food cost,
- Testing days in the kitchen of the school with the kitchen staff we tried the recipes to adjust and to finalize the recipes,
- Sale estimate and order of the different ingredients,
- Definition of the quantity of staff needed and of their planning in agreement with the human resources department.
- Supervising of the smoothly running of the service, ensure the production and lead the staff.

4. RESTAURANT

- Determination of the beverage offer and the specification sheets for the cocktails,
- Contact with the beverage suppliers to draw up a quote before finalizing the orders,
- Determination of the restaurant furniture (bar, tables, chairs,) and materials (crockery, decoration and accessories) in agreement with the cooking service and contact with the suppliers,
- Determination of the quantity of employees needed for the table service and the bar in agreement with the human resources department,
- Setting up of the restaurant room : arrangement of the furniture, laying of the tables, decoration,
- Briefing of all the staff in agreement with the human resources department every day of the trade show to describe the different dishes, the beverage, the distribution mode, how to write the different order forms,
- Monitoring the different stocks of ingredients and products before, during and after the trade-show.
- Supervising of the staff during the service and ensuring of the smoothly running of every service.



5. WINE SERVICE

- Choice (during a general assembly) of a wine list that mixes foreign and French wines to suit the request of the clientele based on tradition or novelty,
- Contact with some suppliers to see their different wine offers : choice of Vinotherapie (Mr Lasvignes), as our main supplier, which provided unfamiliar references from independent winemakers, atypical wines and especially foreign vineyards,
- Contact with two other providers (Wolfberger and France Boissons) : strategic concern to have a brighter offer,
- Meeting with Mr Lasvignes to have specific information concerning the typicality of the wines to be able to offer a pre-defined pairing / wine - dishes formula,
- Decision of the patronage with Mr Lasvignes, who showed a real interest for our company and was a real support,
- Definition of the final wine list (19 references), the pairing wine-dishes in agreement with the kitchen staff and determining of the sell prices,
- Wine tasting with Mr Lasvignes and the "Mention Complémentaire sommellerie" at our school to sell the wine optimally.
- During the Trade Show : selling and highlighting of all wines, making discover the foreign wines to the guests, inform the guests.

6. FINANCIAL

- Meeting with the banker to open a bank account, and have a deposit card and a check book to pay the suppliers,
 - Distribution of the repayable advances and cashing the money,
 - Make forecasts to be sure that we cover the expenses and realize a forecast income statement,
 - Make a deposit of checks and of cash in order to avoid to have too much cash in the casher,
 - At the end of the Egast trade-show : payment of the suppliers by check as soon as we received their invoices (of course as we said it, all the suppliers gave us a payment deadline),
 - Management of the credence of the guests,
 - Realize the final income statement.
- 5th APPENDIX : FINAL INCOME STATEMENT**
- During the Trade Show : management of the cashing, make the cash register at the end of every service (lunch and dinner), to control if the money we cash corresponds to the dishes we sold.

7. HUMAN RESOURCES

- Definition of the different posts needed for the trade-show time and writing of the job descriptions,
6th APPENDIX : job description, waiter
- Elaboration of a recruitment plan and proceed on an internal recruitment at school for all the students of age precising that it was volunteer,
- Meetings with the volunteers to explain them the proceeding of the work in the restaurant during the Egast Trade Show and different others points and make them sign their volunteering contract,
7th APPENDIX : volunteering contract
- Setting of the schedules of the volunteers,
- Briefing of all the personals in agreement with the restaurant service every day of the trade show to describe the different dishes, the beverage, the distribution mode, how to write the different order forms,
- Direct relationship and permanent contact with all the volunteers in case of problems, questioning.

8. MARKETING & COMMUNICATION

- Setting up of a communication net : professional email address, website, Facebook page, that was provided of information of the progress of the project every week,
- Creation of different documents before printing them : flyers, business cards, roll-up,
- Meetings and interviews with Sandrine Kauffer, a journalist specialized in gastronomy and hospitality events, and other journalists (Dernières Nouvelles d'Alsace),
- Elaboration of the project KissKissBankBank which is a crowdfunding association/website which helped us to get money to build the project,
- Creation of a satisfaction survey to be filled in by our guests at the restaurant and analysis of the results,
- Direct relationship and permanent contact with the shareholders, the customers and the media.

9. COMMERCIAL

- Looking for the suppliers offering the material we needed,
- Contact the chosen suppliers to present them the project and ask them to draw up a quote,
- Meeting with the different suppliers to define the sale conditions and negotiate the prices,
- Finalization of the orders and setting of a delivery schedule,
- Direct relationship and permanent contact with the suppliers

V. CONCLUSION

Building up this company made us realize all the **skills** we would need in our future. It gave us an opportunity to start running a temporary company. It was a **concrete project**, that pushed us in the **professional world**, and taught us to use financial tools, deal with human resources and manage employees. We also learned to negotiate prices with suppliers. We also created a website and manage social network (such as Facebook), which was a good way to learn communication tricks.

The best part was to **start everything from scratch**, and being able to create our own idea of gastronomy all together. We invented recipes on paper and made them for real ! It was really enjoyable to realize the success we had, and also how this project would be viable in the concrete world.

All those efforts, made us proud of **working together**, and trust each other to develop **a real team spirit** ! It made us grow up, and gave us a real view of the professional word and the responsibilities that we would need to, one day maybe, manage a company.

It was a great project, that made us **use what we learned at school**, and also helped us **earning professional independence**.

On another point of view, we developed true friendship among this project, and all together we would really like to thank **EPA** for this !

APPENDICES



1st APPENDIX: Copy of our Menu

BILLET PASSAGER

apéritifs

formules

menus

vins

boissons chaudes

NOTRE CARTE

Bienvenue dans notre tour du monde
culinaire et gastronomique !

formule 2 plats ENTRÉE • PLAT ou PLAT • DESSERT

29€

AVEC ACCORD METS / VIN

– vin Classe Affaires – (2 x 12 cl)

39€

AVEC ACCORD METS / VIN

– vin Première Classe – (2 x 12 cl)

43€

formule 3 plats ENTRÉE • PLAT • DESSERT

35€

AVEC ACCORD METS / VIN

– vin Classe Affaires – (3 x 12 cl)

49€

AVEC ACCORD METS / VIN

– vin Première Classe – (3 x 12 cl)

56€

Les plats composants votre menu
sont libres d'être choisis
entre les cinq continents !

Les vins non disponibles en Classe Affaires
sont reclassés en vins Première Classe.

Prix nets.
L'abus d'alcool est dangereux pour la santé.
À consommer avec modération.

AFRIQUE

– vins Classe Affaires –
(12 cl par verre)

AOC Coteaux du Languedoc
Bois-moi 2012
Le Chemin des Rêves

•
Torrontes Premium 2011
Mendoza - Alta Vista
(Argentine)

« Wouba en Balan-Balan »
condiments de fruits et texture de banane

•
Tajine de Daurade coryphène
en Transparence

•
Fort de café,
à boire et à manger

– vins Première Classe –
(12 cl par verre)

The Bean Pinotage 2012
Stellenbosh (Afrique du Sud)

•
AOP Alsace Sylvaner La Louve
élevé en fûts de chêne 2011

•
Estela Vintage 2010
Lionel Osmin
vin de liqueur rouge
(Sud-Ouest)

Les plats composants votre menu sont libres d'être choisis entre les cinq continents !

VINS EFFERVESCENTS

« Valse spumante » extra dry (Italie)

net 2012
(12 cl) (19 cl)

5€ 19€

AOC Crémant d'Alsace :

- Rosé brut Wolfberger

5€ 25€

- Vieilles Vignes Wolfberger

7€ 29€

VINS BLANCS

VINS BLANCS LÉGERS

AOC Côtes de Provence

Pur Rolle 2012 - Henri Bonnaud

5€ 23€

Sauvignon Blanc 2010

Élévation - Wild Rock (Nouvelle Zélande)

7€ 33€

Torrontes Premium 2011

Mendoza - Alta Vista (Argentine)

5€ 26€

VINS BLANCS RICHES, TENDRES

AOP Alsace Sylvaner La Louve

élevé en fûts de chêne 2011

net 2012
(12 cl) (19 cl)

7€ 30€

AOC Santenay 2012

Bievoux Olivier (Bourgogne)

9€ 47€

Tokay Dry 2012

Château Dereszla (Hongrie)

5€ 20€

VIN BLANC MOELLEUX

Napós 2011 - Château Dereszla (Hongrie)

5€ 17€

VINS ROSÉS

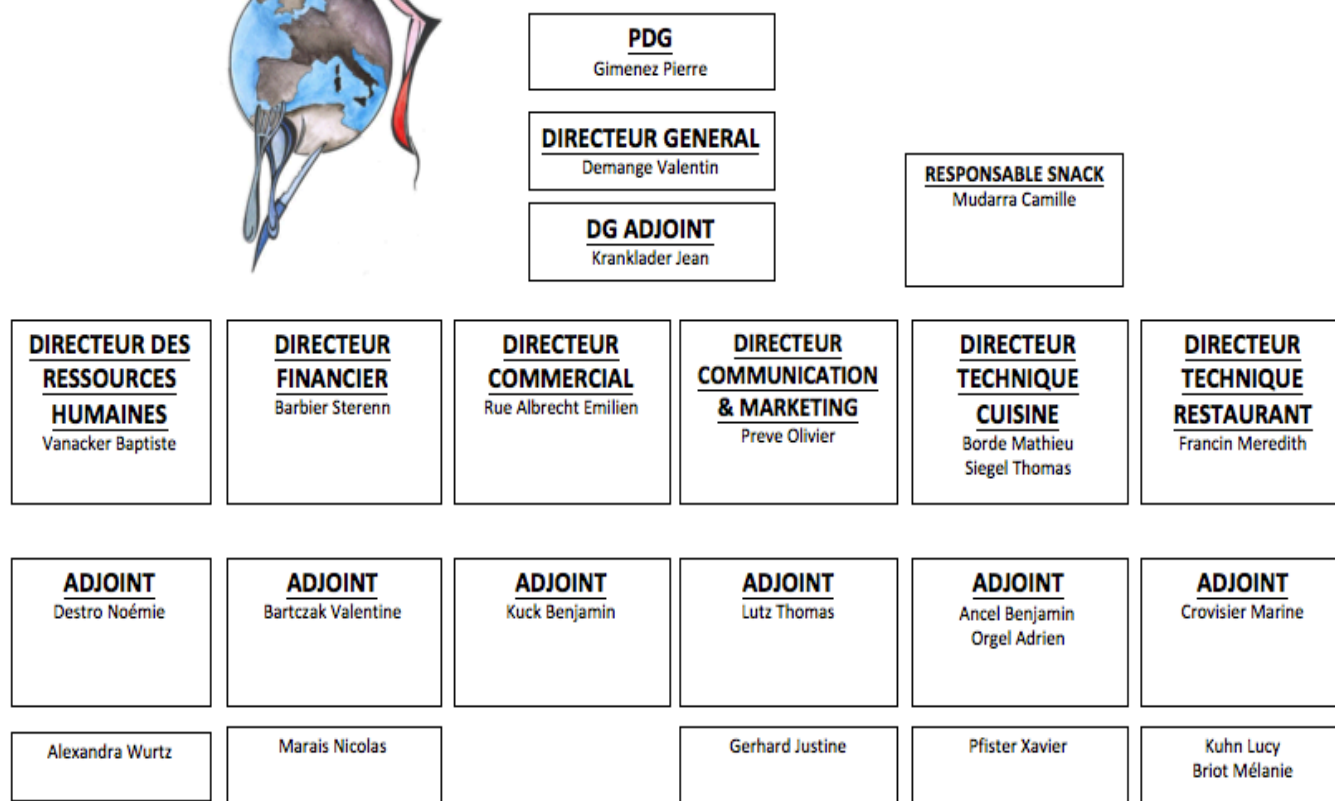
AOC Côtes de Provence

Naturalys Agriculture

Biologique (Provence)

5€ 21€

2nd APPENDIX: Organization chart, with the repartition of all our members



3rd APPENDIX: Satisfaction survey and its results

1. Que pensez-vous du rapport qualité/prix ?
Une seule réponse possible.

1 2 3 4 5

Médiocre ☐ ☐ ☐ ☐ ☐ Excellent

2. Les plats proposés étaient-ils cohérents avec les continents ?
Une seule réponse possible.

1 2 3 4 5

Aucun sens ☐ ☐ ☐ ☐ ☐ Très cohérent

3. Par quel moyen avez-vous connu notre restaurant ?
Une seule réponse possible.

☐ Bouche à oreille
☐ Affichage sur le salon
☐ Facebook
☐ Kisskissbankbank
☐ Site internet
☐ E-mailing

4. Comment évalueriez-vous le contenu des assiettes (quantité) ?
Une seule réponse possible.

1 2 3 4 5

Très insuffisant ☐ ☐ ☐ ☐ ☐ Amplement suffisant

5. Comment évalueriez-vous la qualité des plats de notre carte ?
Une seule réponse possible.

1 2 3 4 5

Médiocre ☐ ☐ ☐ ☐ ☐ Excellent

6. L'attente entre chaque plat était-elle correcte ?
Une seule réponse possible.

1 2 3 4 5

Courte ☐ ☐ ☐ ☐ ☐ Trop longue

7. Comment évalueriez-vous la qualité du service ?
Une seule réponse possible.

1 2 3 4 5

Médiocre ☐ ☐ ☐ ☐ ☐ Excellent

8. Avez vous des remarques particulières à nous faire ?

Avez vous des remarques particulières à nous faire ?

Super concept. Tout le monde semble motivé et engagé. Continuez ainsi... merci ! Belle creation bravo <3 Le vin doit être servi avant chaque plat Le pain doit disparaître de la table avant le dessert Les verres vides doivent être enlevés avant le plat suivant Nous avons très bien mangé Le service était très aimable Le sourire était au rendez-vous y compris dans nos estomacs bravo à tous et à toutes :) Domage qu'il manquait qq plats inscrits sur la carte non j'ai aussi essayé le snack : excellent Excellent service Manqué légèrement de la place Superbe concept de restaurant Éphémère ! Un bon moment convivial et goûteux! Plein de bonheur et de courage ! Fred et severine Masterchef 2013 Serveurs charmant si possible on reviendrait. Parole de restaurateur. Très bon service. Les plats originaux et très bon. Encore félicitation à toute l'équipe. Nous n'avons pas eu pain! Personnel agréable et souriant... Domage que ce restaurant était éphémère. Encore bravo à tous! Bravo!!!! trop de serveurs pour la même table mais à part ça rien à dire. Tout était parfait ! Accompagnement à prévoir avec la tajine sinon très bien. Parfait c'est génial mercia toute l'équipe Encouragements bravo à vous Moment très agréable, grâce à votre savoir-faire et votre bonne humeur. Pourquoi pas proposer des portions adaptées aux jeunes enfants ? Oubli de demander la cuisson de la viande Viande de kangourou trop cuite Trop d'insistance sur la prise de commande alors qu'on lisait la carte Menu original Belle présentation Nous avons passé un agréable moment avec un personnel attentionné, et avons tout particulièrement apprécié l'accord met/vin. Attention au décalage entre quantité de vin réellement servie et annoncée (12cl.). Service agréable et attentionné. Élèves soucieux du bon déroulement. Mention spéciale au chef Borde. Pain trop cuit. Expérience très sympa, à renouveler, à encourager ! Bonne note pour la sommelière Très belle réussite Plat assis un peu plus de gambas aurait été apprécié. C'était parfait ! Merci Délicieux, très bon accord mets et vins. Plats de qualité. Ce fut un moment de pur bonheur. Service de qualité. Félicitations! A refaire en 2016!!! :)

Que pensez-vous du rapport qualité/prix ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 1 | 1 % |
| 2 | 4 | 3 % |
| 3 | 13 | 10 % |
| 4 | 59 | 45 % |
| 5 | 55 | 42 % |

Les plats proposés étaient-ils cohérents avec les continents ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 0 | 0 % |
| 2 | 0 | 0 % |
| 3 | 5 | 4 % |
| 4 | 40 | 30 % |
| 5 | 88 | 66 % |

Par quel moyen avez-vous connu notre restaurant ?

| Mean | Count |
|------------------|-------|
| Bouche à oreille | 79 |
| Facebook | 19 |
| Kisskissbankbank | 4 |
| Site internet | 6 |
| E-mailing | 2 |

Comment évalueriez-vous le contenu des assiettes (quantité) ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 3 | 2 % |
| 2 | 3 | 3 % |
| 3 | 14 | 11 % |
| 4 | 51 | 38 % |
| 5 | 61 | 46 % |

Comment évalueriez-vous la qualité des plats de notre carte ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 0 | 0 % |
| 2 | 1 | 1 % |
| 3 | 6 | 5 % |
| 4 | 50 | 38 % |
| 5 | 76 | 57 % |


L'attente entre chaque plat était-elle correcte ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 51 | 38 % |
| 2 | 21 | 16 % |
| 3 | 33 | 25 % |
| 4 | 15 | 11 % |
| 5 | 13 | 10 % |

Comment évalueriez-vous la qualité du service ?

| Rating | Count | Percentage |
|--------|-------|------------|
| 1 | 1 | 1 % |
| 2 | 1 | 1 % |
| 3 | 13 | 10 % |
| 4 | 44 | 33 % |
| 5 | 73 | 55 % |

4th APPENDIX: As an example, Europe main course

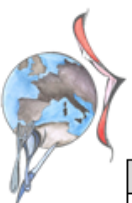
| CODE | Cromesqui d'abats, Bouchée de ris de veau, jus corsé. | base | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---------------|--------------|------------|---------|----------------|---|-------|--------------|--------------|------------------|--|---------|-----------|-----------|---------|---------|-----|----------|-------|-----------------|--|-------------|--------|--------------------------|-------|--------------------|--------|-------------------|---------|-------|------|--------|------|---------------------|-------|------------|--|-------|-----------|----------|---------|------------|--------|------|-------|--------|--------|------|------|---------|------|---|--|--|--|--------|--|--------|--|--------|--|------|--|----|--|--|--|-----------|--|---------|--|-----|--|-------|--|--|--|--------|--|-------|--|--------|--|---------|--|------|--|------|--|-------|--|--|--|-----------|--|---------|--|--------|--|-------|--|--------|--|------|--|------|---|--|--|--|-----|----|------|-----|----|-----|-----|----|-----|---|---|---|--|--|--|---|-----|-----|---|-----|-----|---|-----|-----|--|--|--|-----|---|-----|-----|---|-----|----|--|--|------|---|------|--|--|--|--|--|--|--|--|--|--|--|--|------|-----|------|------|----|------|------|---|-----|---|------|------|--|--|--|--|--|--|--|--|--|--|
| <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Descriptif </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ris de veau au beurre noisette Accompagné d'un cromesquis d'abats (rognosn, foie et glace de viande) Risotto crémeux et huile de basilic Jus corsé. | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A. : Ris de Veau : <ul style="list-style-type: none"> - Faire dégorger les ris de veau durant 2h minimum - Les blanchir : eau salé départ à froid, dès ébullition, les refroidir dans une glaçante. - Les "éplucher". - Réaliser des portions de 35g et mettre sous vide avec une noix de beurre, du thym, du laurier, de l'ail écrasé et un peu de fond de veau. - Cuire 2h à 60degré. | | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Coût portion:</td> <td style="width: 50%; text-align: right;">4,57</td> </tr> <tr> <td>Coef Mult:</td> <td style="text-align: right;">3</td> </tr> <tr> <td>Prix de vente:</td> <td style="text-align: right;">13,7</td> </tr> </table> | | Coût portion: | 4,57 | Coef Mult: | 3 | Prix de vente: | 13,7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coût portion: | 4,57 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coef Mult: | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prix de vente: | 13,7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid black; padding: 5px; display: inline-block;"> DENREES </div> | | <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Valorisation </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">NATURE</th> <th style="width: 50%;">Unité</th> </tr> </table> | NATURE | Unité | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 16.6%;">A</th> <th style="width: 16.6%;">B</th> <th style="width: 16.6%;">C</th> <th style="width: 16.6%;">D</th> <th style="width: 16.6%;">E</th> </tr> </table> | A | B | C | D | E | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 33.3%;">TOTAL</th> <th style="width: 33.3%;">P.U. H.T.</th> <th style="width: 33.3%;">P.T. H.T.</th> </tr> </table> | TOTAL | P.U. H.T. | P.T. H.T. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NATURE | Unité | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A | B | C | D | E | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | P.U. H.T. | P.T. H.T. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Boucherie</td> <td style="width: 50%;"></td> </tr> <tr> <td>Ris de veau</td> <td style="text-align: right;">Kg 0,9</td> </tr> <tr> <td>Foie de veau</td> <td style="text-align: right;">Kg 0,4</td> </tr> <tr> <td>Rognons</td> <td style="text-align: right;">Kg 0,4</td> </tr> <tr> <td>Os de veau</td> <td style="text-align: right;">Kg 1</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg</td> </tr> <tr> <td>Légumerie</td> <td></td> </tr> <tr> <td>Oignons</td> <td style="text-align: right;">PCE 1 4 1</td> </tr> <tr> <td>Echalotes</td> <td style="text-align: right;">PCE 2 2</td> </tr> <tr> <td>Basilic</td> <td style="text-align: right;">B 1</td> </tr> <tr> <td>Carottes</td> <td style="text-align: right;">Kg PM</td> </tr> <tr> <td>Economat</td> <td></td> </tr> <tr> <td>Riz Arborio</td> <td style="text-align: right;">Kg 0,2</td> </tr> <tr> <td>Huile d'olive de qualité</td> <td style="text-align: right;">L 0,2</td> </tr> <tr> <td>Seringue / Pipette</td> <td style="text-align: right;">PCE 10</td> </tr> <tr> <td>Chapelure blanche</td> <td style="text-align: right;">Kg 0,01</td> </tr> <tr> <td>Porto</td> <td style="text-align: right;">L PM</td> </tr> <tr> <td>Cognac</td> <td style="text-align: right;">L PM</td> </tr> <tr> <td>Cocentré de Tomates</td> <td style="text-align: right;">Kg PM</td> </tr> <tr> <td>BOF</td> <td></td> </tr> <tr> <td>Creme</td> <td style="text-align: right;">L PM 0,05</td> </tr> <tr> <td>Parmesan</td> <td style="text-align: right;">Kg 0,01</td> </tr> <tr> <td>Mascarpone</td> <td style="text-align: right;">L 0,05</td> </tr> <tr> <td>Œufs</td> <td style="text-align: right;">BCE 1</td> </tr> <tr> <td>Farine</td> <td style="text-align: right;">Kg 0,3</td> </tr> <tr> <td>Thym</td> <td style="text-align: right;">g PM</td> </tr> <tr> <td>Laurier</td> <td style="text-align: right;">g PM</td> </tr> </table> | Boucherie | | Ris de veau | Kg 0,9 | Foie de veau | Kg 0,4 | Rognons | Kg 0,4 | Os de veau | Kg 1 | | Kg | Légumerie | | Oignons | PCE 1 4 1 | Echalotes | PCE 2 2 | Basilic | B 1 | Carottes | Kg PM | Economat | | Riz Arborio | Kg 0,2 | Huile d'olive de qualité | L 0,2 | Seringue / Pipette | PCE 10 | Chapelure blanche | Kg 0,01 | Porto | L PM | Cognac | L PM | Cocentré de Tomates | Kg PM | BOF | | Creme | L PM 0,05 | Parmesan | Kg 0,01 | Mascarpone | L 0,05 | Œufs | BCE 1 | Farine | Kg 0,3 | Thym | g PM | Laurier | g PM | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,9</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,4</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,4</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 1</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td style="text-align: right;">PCE 1 4 1</td> </tr> <tr> <td></td> <td style="text-align: right;">PCE 2 2</td> </tr> <tr> <td></td> <td style="text-align: right;">B 1</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg PM</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,2</td> </tr> <tr> <td></td> <td style="text-align: right;">L 0,2</td> </tr> <tr> <td></td> <td style="text-align: right;">PCE 10</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,01</td> </tr> <tr> <td></td> <td style="text-align: right;">L PM</td> </tr> <tr> <td></td> <td style="text-align: right;">L PM</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg PM</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td style="text-align: right;">L PM 0,05</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,01</td> </tr> <tr> <td></td> <td style="text-align: right;">L 0,05</td> </tr> <tr> <td></td> <td style="text-align: right;">BCE 1</td> </tr> <tr> <td></td> <td style="text-align: right;">Kg 0,3</td> </tr> <tr> <td></td> <td style="text-align: right;">g PM</td> </tr> <tr> <td></td> <td style="text-align: right;">g PM</td> </tr> </table> | | | | Kg 0,9 | | Kg 0,4 | | Kg 0,4 | | Kg 1 | | Kg | | | | PCE 1 4 1 | | PCE 2 2 | | B 1 | | Kg PM | | | | Kg 0,2 | | L 0,2 | | PCE 10 | | Kg 0,01 | | L PM | | L PM | | Kg PM | | | | L PM 0,05 | | Kg 0,01 | | L 0,05 | | BCE 1 | | Kg 0,3 | | g PM | | g PM | <table border="1" style="width: 100%; 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| Boucherie | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ris de veau | Kg 0,9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Foie de veau | Kg 0,4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rognons | Kg 0,4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Os de veau | Kg 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | L PM 0,05 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | Kg 0,3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | g PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | g PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 0,9 | 28 | 25,2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0,4 | 13 | 5,2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0,4 | 16 | 6,4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 5 | 0,1 | 0,5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | 0,1 | 0,4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 0,5 | 0,5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 0,2 | 1 | 0,2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0,2 | 3 | 0,6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 0,01 | 3 | 0,03 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 0,05 | 2,3 | 1,15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0,01 | 15 | 0,15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0,05 | 8 | 0,4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | 0,07 | 0,07 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <div style="border: 1px solid black; padding: 5px; display: inline-block;"> DRESSAGE </div> | | <div style="border: 1px solid black; padding: 5px; display: inline-block;"> Total denrées: 44,8 Assaisonnement 2% 0,896 Coût matières: 45,7 </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| D. : Risotto : <ul style="list-style-type: none"> - Suer les oignons. - Nacrer le riz à risotto - Déglacer au vin blanc | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

5th APPENDIX: Final income Statement



RESTAURANT EATER'NATIONAL

| COMPTE DE RESULTAT PREVISIONNEL EATER'NATIONAL – EXERCICE 2014 | | | |
|--|--------------------|---------------------------------|--------------------|
| CHARGES | EXERCICE 2014 | PRODUITS | EXERCICE 2014 |
| Charges d'exploitation | | Produits d'exploitation | |
| Achats de matières premières et autres approvisionnements : | | Production vendue Restaurant | 35 000.00 € |
| Nourriture | 12 500.00 € | Production vendue Snack | 4 500.00 € |
| Boissons | 4 500.00 € | Prestations extérieures | 1 500.00 € |
| Matériel et consommables | 5 000.00 € | | |
| Location emplacement | 5 456.00 € | | |
| Autres achats et charges externes | 2 300.00 € | | |
| TOTAL I | 29756.00 € | TOTAL A | 41 000.00 € |
| Charges financières | | Produits financiers | |
| TPE | 180.00 € | Capital | 500.00 € |
| Commissions CB | 200.00 € | Dons | 150.00 € |
| TOTAL II | 380.00 € | TOTAL B | 650.00 € |
| Total des charges (I+II) | 30 136.00 € | Total des produits (A+B) | 41650.00 € |
| Solde créditeur = BENEFICE | 11 514.00 € | Solde débiteur = PERTE | 0.00 € |
| TOTAL GENERAL | 41 650.00 € | TOTAL GENERAL | 41 650.00 € |



RESTAURANT EATER'NATIONAL


| COMPTE DE RESULTAT EATER'NATIONAL – EXERCICE 2014 | | | |
|---|--------------------|---------------------------------|--------------------|
| CHARGES | EXERCICE 2014 | PRODUITS | EXERCICE 2014 |
| Charges d'exploitation | | Produits d'exploitation | |
| Achats de matières premières et autres approvisionnements : | | Production vendue Restaurant | 38 938.00 € |
| Nourriture | 15 153.00 € | Production vendue Snack | 6 250.00 € |
| Boissons | 5 968.00 € | Vente de vins | 455.00 € |
| Marketing (Roll-up, site internet, tracts) | 434.00 € | Prestations extérieures | 3 090.00 € |
| Matériel et consommables | 5 440.00 € | | |
| Location emplacement | 5 456.00 € | | |
| Autres achats et charges externes | 4 063.00 € | | |
| TOTAL I | 36 513.00 € | TOTAL A | 48 733.00 € |
| Charges financières | | Produits financiers | |
| TPE | 199.00 € | Capital | 500.00 € |
| Commissions CB | 233.00 € | Dons | 4 429.00 € |
| TOTAL II | 432.00 € | TOTAL B | 4 929.00 € |
| Total des charges (I+II) | 36 945.00 € | Total des produits (A+B) | 53 662.00 € |
| Solde créditeur = BENEFICE | 16 717.00 € | Solde débiteur = PERTE | 0.00 € |
| TOTAL GENERAL | 53 662.00 € | TOTAL GENERAL | 53 662.00 € |



RESTAURANT EATER'NATIONAL

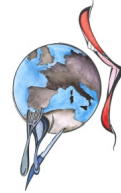
| COMPTE DE RESULTAT PREVISIONNEL EATER'NATIONAL – EXERCICE 2014 | | | |
|--|----------------|---------------------------------|----------------|
| CHARGES | EXERCICE 2014 | PRODUITS | EXERCICE 2014 |
| Charges d'exploitation | | Produits d'exploitation | |
| Achats de matières premières et autres approvisionnements : | | Production vendue Restaurant | 10,11 % |
| Nourriture | 17,51 % | Production vendue Snack | 28,00 % |
| Boissons | 24,60 % | Prestations extérieures | 51,46 % |
| Matériel et consommables | 8,08 % | | |
| Location emplacement | 0 % | | |
| Autres achats et charges externes | 43,39 % | | |
| | | | |
| TOTAL I | 18,50 % | TOTAL A | 15,87 % |
| | | | |
| Charges financières | | Produits financiers | |
| TPE | 9,64 % | Capital | 0 % |
| Commissions CB | 14,03 % | Dons | 96,61 % |
| TOTAL II | 12 % | TOTAL B | 86,81 % |
| | | | |
| Total des charges (I+II) | 18,43 % | Total des produits (A+B) | 22,38 % |
| | | | |
| Solde créditeur = BENEFICE | 31,13 % | Solde débiteur = PERTE | |
| | | | |
| TOTAL GENERAL | 22,38 % | TOTAL GENERAL | 22,38 % |

6th APPENDIX: job description, waiter

| FICHE DE POSTE CHEF DE RANG | |
|---|--|
| SITUATION HIERARCHIQUE | TENUE DU PERSONNEL |
| <p>Supérieur direct : Maître d'Hôtel Subordonnés : Commis</p> |  |
| TÂCHES ET FONCTIONS | |
| <p>AVANT LE SERVICE</p> <ul style="list-style-type: none"> Mise en place de la salle <ul style="list-style-type: none"> Nettoyage du sol Vérification de la propreté du matériel et de la salle Réalisation de la mise en place | |
| <p>PENDANT LE SERVICE</p> <ul style="list-style-type: none"> Prise des commandes Service des plats à table Service des boissons à table hors vins (servis par le sommelier) Débarrassage des tables Assurer la continuité du service en redressant les tables | |
| <p>APRES LE SERVICE</p> <ul style="list-style-type: none"> Remise en état de la salle de restaurant | |
| PROFIL | OBSERVATION |
| <ul style="list-style-type: none"> Aimable Souriant Discret Résistant au stress Rapidité d'exécution Connaissance de la carte Résistance physique | <ul style="list-style-type: none"> Issu de toutes classes du lycée |

7th APPENDIX: Volunteering contract

Eater'National



Contrat de voluntariat

Entre les soussignés :

Le Restaurant éphémère **Eater'national** ayant son siège social au 75 route du Rhin 67400 Illkirch Graffenstaden. Représenté par son Président Directeur Général Pierre GIMENEZ.

Et :

Nom, prénom :

Il a été convenu ce qui suit :

Article 1^{er} : Engagement

L'élève et le restaurant Eater'National concluent par la présente un contrat de volontariat selon lequel l'élève s'engage à fournir une prestation professionnelle au sein du restaurant éphémère.

Il s'engage à être présent au minimum durant un service sur la période d'exploitation du restaurant qui sera du 15 au 18 mars 2014, sur le salon Egast au parc d'exposition du Wacken, 7 place Adrien Zeller, à Strasbourg.

Les horaires et les jours de services seront indiqués ultérieurement par la direction.

Article 2 : Obligation et missions du volontaire

L'élève se doit :

- De porter une tenue correcte et professionnelle relative au poste occupé
- D'être ponctuelle aux horaires indiqués par la direction
- D'adopter un comportement professionnel
- De porter une attention aux règles sanitaires et d'hygiène particulière a notre métier

Article 3 : contrepartie

L'entreprise prendra en charge le repas de l'élève durant son temps de travail.

Le :

Signature du représentant de L'entreprise : Mention lu et approuvé et signature :

Nom :

Prénom :

8th APPENDIX: Time line

