



## **FDRP CERTIFIED THE ASSOCIATE PROGRAM**

- *Geared to address the needs of both restaurant corporations and educators, this re-designed program is a perfect fit for creating a new course or revitalizing existing training*
- *Designed with both hospitality techniques and alcohol components*
- *Rewards individual accomplishment through dual certification*

### *Certified Dining Room Associate™ Overview*

Developed to free the trainer or educator from tedious class research and documentation of service standards, the Associate Program is designed to be the backbone of your service training. By containing all the information and supporting documentation necessary to prepare a limitless number of individuals for certification, the trainer or educator can focus on the development of those hospitality aspects that make each training program unique.

The culmination of the program is the individual's access to the certification examinations. Students are provided the opportunity to validate their study and receive both the Certified Dining Room Associate (DRA)™ and Certified Associate Wine Steward (WSA)™ designations. This program prepares students by validating their knowledge in these key competencies, and certification identifies them as qualified to begin or advance their careers in the restaurant and hospitality industry.

No matter if you are in a business or educational environment, the Certified Associate Program is the definitive teaching tool for providing front-of-the-house training that leads to tangible results.



**TO CHART YOUR  
CERTIFICATION COURSE**

**CALL 904.491.6690  
VISIT [WWW.FDRP.COM](http://WWW.FDRP.COM)**

## HERE IS YOUR GUIDE TO THE DINING ROOM ASSOCIATE PROGRAM:



### CURRICULUM\*:

- Equipment Identification
- Equipment Handling
- Setting the Table
- Clearing
- Styles/Techniques of Service
- General Practices
- Beer and Cocktails
- Wine Opening and Essentials

### SUPPLEMENTAL INFORMATION:

**Additional information is provided for each of the above topics, plus:**

- Restaurant Structure
- Dining Room Organization and Layout
- Equipment Polishing
- Specialty Equipment/Techniques and European Styles of Service

\*Curriculum varies slightly by Edition Type



### **INSTRUCTOR'S TOOLKIT**

- The Instructor's Guide is neatly structured into easy-to-digest lessons that contain training content and instructional notes.
- Each lesson comes with learning objectives, example test questions and practical exercises, plus standards of performance.
- Two Editions to fit your needs:  
**CASUAL DINING STANDARDS**  
Addresses the essentials of the four primary components of dining -- Service, Wine, Beer and Cocktails.  
**FINE DINING STANDARDS**  
Focused on classic styles of service for facilities that incorporate advanced techniques of service, including tableside functions.

### **STUDENT HANDBOOK**

- Designed so that students quickly grasp the material that is necessary to pass the Certification Examinations, these manuals are matched with the Instructor's Guide Edition for step-by-step teaching with the information.
- One Student Handbook is included in each Instructor's Toolkit.
- The **CASUAL DINING STANDARDS** training is also offered through FrontSUMMIT™ online courses. Have your student take the training any time, anywhere.
- Available in Spanish (Handbook and examinations).

### **CERTIFICATION**

- Testing can be taken online or be administered by a trainer through paper tests.\*\* Trainees can retake the tests as many times as necessary until they achieve certification.
- Students who attain a success rate of 80% or higher on the tests achieve certification:  
**CASUAL DINING STANDARDS**  
Certified Dining Room Associate (DRA)™ and Certified Associate Wine Steward (WSA)™ credentials  
**FINE DINING STANDARDS**  
Certified Dining Room Associate (DRA)™ designation
- Alternative testing method is available for students with documented learning disabilities.

\*\*Conditions apply