**MICHEL ROUX’S SERVICE**

**PROGRAMME SYNOPSIS:**

**EPISODE 1**
We meet eight recruits ready to be trained in front of house skills, with the aim of getting a job at the end and winning one of two scholarships. None have worked in the industry before. First they meet Michel’s protégé Fred Sirieix, General Manager, at London’s Galvin at Windows. They begin by learning basic customer service skills and trying them out at Zizzi’s restaurant in Canary Wharf.

**EPISODE 2**
The eight trainees move to Birmingham to see the running of one of the city’s finest curry houses, Itihas, where owner Raj Rana treats customers like family. But before moving to Birmingham Michel takes his trainees to a workman’s café The Regency in London’s Victoria, where owner Claudia Perotti delivers the same quality of service Michel expects in his two starred Michelin restaurant Le Gavroche.

**EPISODE 3**
The trainees turn to ‘special occasions’ and learn how to make the customer feel special. Making one couple’s day very memorable, they perform service for their wedding, with Heathcotes outside catering division. How they cope under the pressure? Have they learnt enough to get them through? They then head to Alderley Edge in Cheshire – to upmarket brasserie London Road, owned by Paul Heathcote, where customers regularly pay £500 for a bottle of wine.

**EPISODE 4**
The trainees are immersed in the world of the five star country house hotel at Bovey Castle, Devon, under the watchful eye of General Manager Jeremy Rata, the Academy of Food and Wine Service’s former chairman. The trainees have to provide service that causes many of them to question whether they can accept service which feels like servility. Here they perform room service, private dining in chalets, bar and the dining room.

**EPISODE 5**
The trainees step into the world of fine dining to learn the theatre of service – carving, serving, even cooking at the table. The recruits train at The Ritz with Simon Girling and Simpsons on the Strand with Gerry Rae and learn about wine with UK Sommelier of the Year 2009 Laura Rhys, Hotel TerraVina. They are given work experience at Michelin-starred Texture in London with Xavier Roussset and at The Greenhouse with sommelier Alexandre Ceret and Manager Jean Marie Miorada.

**EPISODE 6**
The trainees head to two starred Michelin restaurant Lassere, in Paris. Before arriving, top UK sommelier Ronan Sayburn takes them to Pommery Champagne to understand terroir, matching food and wines and to acquaint them with French culture. Before ‘service’, the trainees attend one of France’s top hospitality schools Ferrani, then to add further ‘pressure’, Michel invites his family to see if his trainees can succeed in the most intimidating of environments.

**EPISODE 7**
This week’s challenge for the trainees is bespoke celebrity dining. Michel brings on board Peter Avis from Kensington Roof Gardens and top UK sommelier Gearoid Devaney, before the trainees get to serve the rich and famous at The Al Habtoor Polo Challenge at Guards Polo Windsor in front of the Queen. They then create private dinner parties by meeting chefs at ‘Taste of London’ and designing table settings for their guests at The Westbury Hotel in Mayfair for celebrities Sophie Ellis-Bextor, Diarmuid Gavin and Gok Wan.

**EPISODE 8**
Before their final service at Michel’s own restaurant Le Gavroche, he seeks the approval of the man he most respects – his father – Albert Roux – at semi-final day at Wimbledon where guests pay up to £5,000 a ticket for lunch and centre court tickets. The service is overseen by the godfather of service in this country, ex Gavroche Maitre D’ Silvano Giraldin. After their final service at Le Gavroche Michel then announces the Academy of Food and Wine Service scholarship winners.