#### SUPPORT MATERIAL FOR WAITRESSES AND WAITERS





## Handbook



SCUOLA CENTRALE FORMAZIONE

## INTRODUCTION

# KeyQ+

KeyQ+ is a project funded by the European Regional Development Fund within the IN-TERREG V-A ITALY-CROATIA Porogram. KeyQ+ is a capitalisation project of the former KeyQ project.

## DISCLAIMER

## THE PROJECT

## THE PROJECT

1. Title

2. Duration

- 3. Priority
- 4. Specific objective
- 5. Deliverable information
- 6. Lead partner
- 7. Partner responsible for the deliverable
- 8. Website

## Project title

KeyQ+: Culture and tourism as keys for quality cross border development of Italy and Croatia

## Start and end date

01/01/2018 - 30/09/2019

## Priority axis 3

Environment and cultural heritage

## Specific objective 3.1

Make natural and cultural heritage a leverage for sustainable and more balanced territorial development

## <u>Website</u>

https://www.italy-croatia.eu/web/keyqplus

Total budget: 871.925,00 EUR

ERDF Contribution: 741.136,25 EUR

### **Project Partners**

#### Lead partner

Lead Partner: AZRRI - Agency for Rural Development of Istria Ltd Pazin <u>info@azrri.hr</u>

- 1. CIVIFORM | Cividale del Friuli (UD) | Italy www.civiform.it
- 2. City of Pula | Pula | Croatia www.pula.hr

3. Municipality of Cividale del Friuli | Cividale del Friuli (UD) | Italy www.cividale.net

4. Market of Pula | Pula | Croatia <u>www.trznica-pula.hr</u>

5. Central Vocational Training School | Mestre (VE), <u>www.scformazione.org</u> representing also its member Lepido Rocco <u>www.lepidorocco.it</u> from Pramaggiore (VE) | Italy

6. Tourist Board of the Town of Mali Lošinj | Mali Lošinj | Croatia <u>www.visitlosinj.hr</u>

7. Casa Artusi | Forlimpopoli (FC) | Italy <u>www.casartusi.it</u>

8. Slow FVG | Italy www.slowfoodfvg.it



### DELIVERABLE INFORMATION

### Work package

4. Development of touristic local economy

### <u>Activity</u>

4. UPDATE OF KEYQ TRAINING MODULES FOR PROFESSIONALS AND TRAINERS

## Deliverable

D.4.1.2 Handbook for waiters

Responsible partner: Scuola Centrale Formazione

Involved partners: All PPs

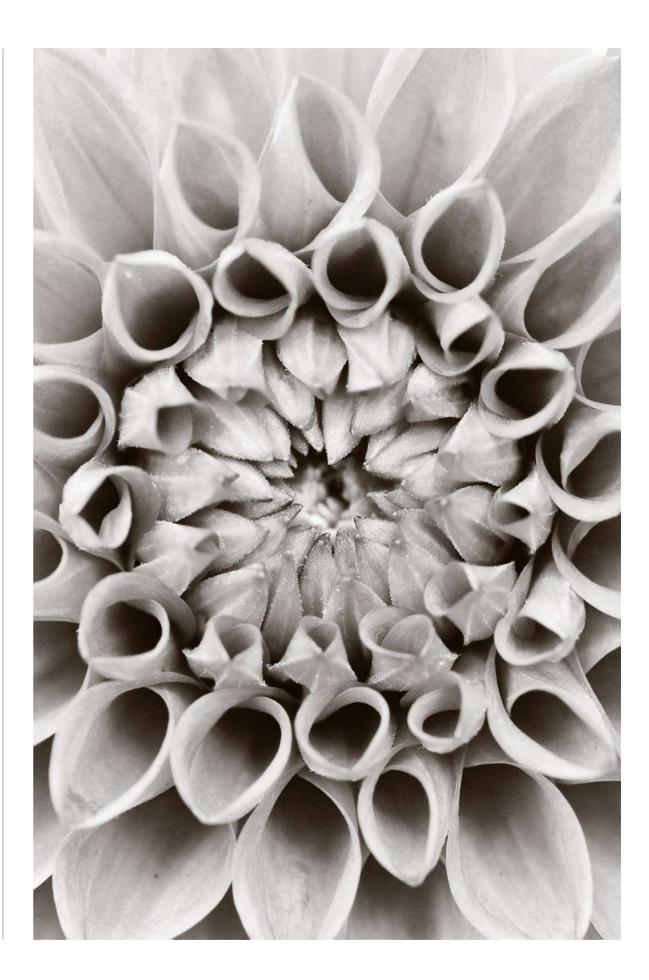
Status: Version: 1.0

Distribution: public

Date of delivery: 30/9/2019

# Foodtelling

Telling the story of food to increase awareness and interest about quality, sustainability, nutritional value, tradition and culture of food.



## Section 1

## Why this handbook

## RATIONALE

- 1. A growing interest
- A strategy to promote quality, sustainability and autenticity

A growing interest is spreading all around the world about food, its ingredients, how it is prepared, cooked, served, the related traditions, the historical references.

New words or expressions have been created to define and describe new pehonomena related to this interest:

Foodies: people who love food and are very interested in different types of food

Food-Porn: "Juicy, mouth-watering, high-res images of incredibly delicious-looking food" (defininition by "urban dictionary") or "television programmes, books, and advertisements about food and cooking, which people enjoy looking at because they have a lot of attractive images of food – used humorously or to show disapproval" (definition by Longman Dictionary of Contemporary English).

The hashtag #food scores 25th in the ranking list of the most used hashtags in Instagram, while #travel scores 27th. #Foodporn ranks 54th in the list.

The following food trends are easily recognizable:

- health and wellness: this trend seems particularly concerned in the consequences on the health of the consume of certain food or ingredients; this "group" looks for "natural" food, suitable for their specific needs and includes also (not exclusively) vegetarian and vegan choices;
- 2. Sustainability: this trend is focused on ecology (environmental friendly food, reduction of food waste, low water and carbon

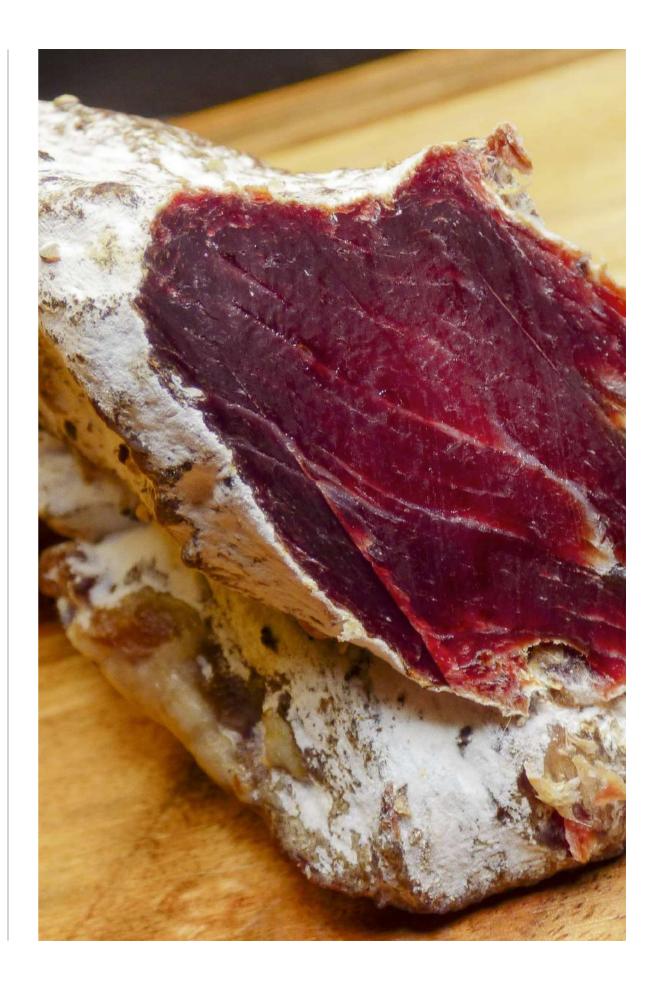
footprint of food...), social equality (fair treatment of workers along the whole food-supply chain), respect of biodiversity, fish-stocks, etc. (responsible breeding and fishing practices...).

- 3. Local (zero Km): opposite to globalization, a growing attention is given to short food-supply-chains, as a guarantee for freshness and quality. The strict connection with the "terroir" and "merroir" (i.e. the special properties of a special area of the land or sea, ensuring unique features for farmings or fishing) makes local food "special" compared to globalised food. More and more tourists are willing to know the context and process for the production of what they're going to eat;
- Local cuisine: a return to the origin, tradition that represents the culture of the territory: typical, authentic and genuine dishes;
- 5. Dualism between neuro-gastronomy (food engineering to influence the perceptions) and semplicity (the less manipulation of food, the more real taste of food and the better).

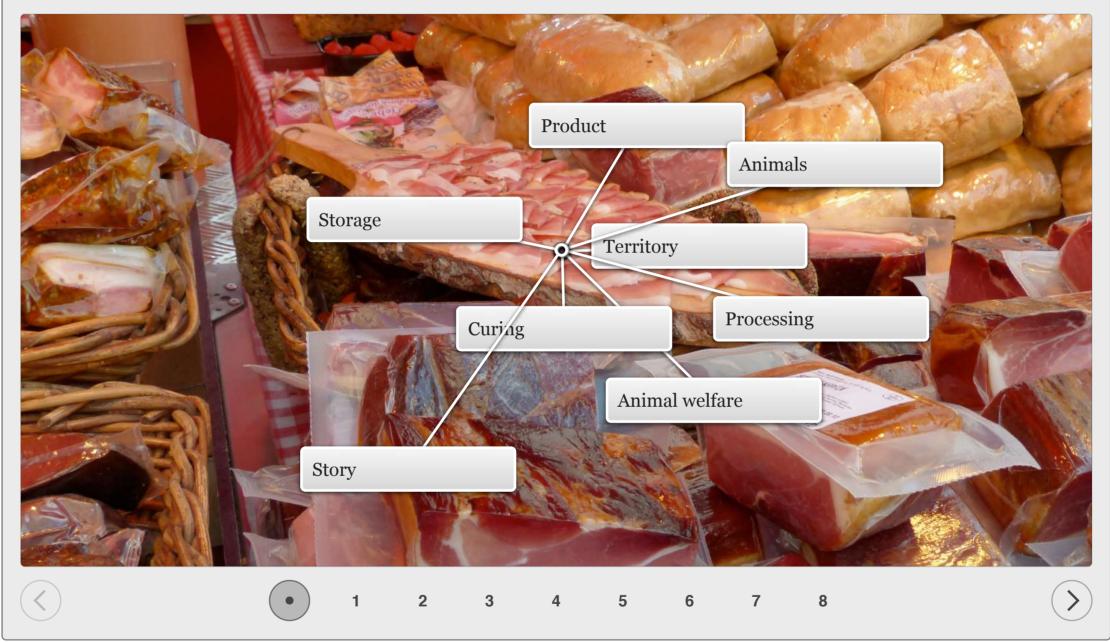
Having these trends in mind, it's very important that waiters and waitresses learn what kind of information their customers would be eager to know, when they order their food at the restaurant.

## Telling cured meat products

Categories of information relevant while describing cured meat products



## INTERATTIVO 2.1 Cured meat



	CURED MEAT PRODUCTS
Product	Main feautures, history and interesting facts
Territory	<ul> <li>Where it is produced.</li> <li>Altitude (if relevant).</li> <li>Where the animals are raised or pastured.</li> <li>Pedoclimatic conditions, if they give the meat particular organoleptic characteristics</li> </ul>
Animals	Number of animals raised in the farm Is it a rare autochthonous breed? how are they raised: pasture, semi-free range, or barn? How are they fed: feed components, grown on the farm or purchased, OGM free?
Animal welfare	Available space, mutilation? methods and timing of castration, recovery areas, contact with the mother and treatments administered.
Processing	Period of Production process, cuts, technology (knife/machines), casing (natural or synthetic)
Curing	Period of curing place (natural location such as cellar or cave, or climate-controlled room)
Storage	Where and how store the product for its best result
Story	Stories or curiosities about the product

## Case study: ISTRIAN CATTLE salami - Istria

NAME	ISTRIAN CATTLE SALAMI
Product	Istrian cattle has an important place in the Croatian genetic and cultural heritage. In the past, these working cattle were particularly appreciated for their strength and for the quality of their meat. The population of Istrian cattle decreased sharply over the 70's and 80's due to the decline of agriculture in rural areas, and to the increasing orientation towards tourism, industrialisation and specialisation of agrarian production. The result of this process became evident in the 1990's when the population of Istrian cattle dropped to less than 100 heads. At the beginning of 2000s, a renewed interest for local ancient breeds started to grow, and some projects were started with the objective of recovering and preserving autochthonous breeds. Among them, the Istrian cattle project was particularly effective in meeting the interest of the wider community and in ensuring growth in the number of heads. Today, more than 2 000 Istrian cattle heads exist in the region.
	A number of different activities were undertaken in the framework of the "Permanent preservation of Istrian cattle" project. High-quality breeding heads were acquired from older breeders and transferred through the Programme to younger breeders, with the objective of progressively increasing herd size. A cooperation and technical support program was established, involving the Agency for Rural Development of Istria Ltd Pazin, the Association of Istrian Cattle Breeders (SUIG), the University of Zagreb Faculty of Agriculture, the Croatian Livestock Centre, and other stakeholders. More in detail, the project activities included: * The initial determination of the basis for production / state of the population * Coordination activities between the breeding and the commercial part of the supply chain * Proposing and explaining the ways and procedures for keeping, reproduction, feeding, and fattening * The definition of the technology for beef production by fattening of calves and yearlings * The identification of quantitative and qualitative characteristics and of the actual potential of Istrian cattle for beef production; * Evaluation of the meat of Istrian cattle with respect to traditional beef markets, also proposing and explaining new ways of selling meat on high-level, tourist-oriented markets; * The definition of the organisational structure and business relationships of the Istrian cattle breeders association (SUIG); * Start of the registration procedures to obtain the Protected Designation of Origin (PDO) for Istrian cattle meat, by defining specific breeding and slaughtering procedures; * The creation of the conditions to establish Centre for Istrian cattle; * The creation of the conditions to establish Centre for Istrian cattle; * The development of educational workshops for professionals and interested consumers; * Activities aimed at promoting Istrian native breeds, emphasizing the connection between traditional forms of livestock farming and the
	* Activities aimed at promoting Istrian native breeds, emphasizing the connection between traditional forms of livestock farming and the preservation of natural resources, biodiversity.

NAME	ISTRIAN CATTLE SALAMI
	The "Permanent preservation of Istrian cattle" project stimulated the enlargement of the Istrian cattle population and provided breeders with additional income opportunities. More in detail, the achieved results include: *Growth of the Istrian cattle population from 100 to 2 000 heads; *Increased no. of farms with optimal number of heads (20-50); *The creation of the programme "Beef meat of Istrian cattle"; *The development of a special label for restaurants proposing Istrian cattle meat in their menus; *Increased interest in the Istrian breed, also due to the high nutritional value of its meat;
	*A new enhanced economic sustainability of Istrian cattle breeding.
Territory	It is produced in the Istrian peninsula. Animals are raised or pastured on about 20 farms on the Istrian peninsula. The Mediterranean climate vastly influences the quality of the Istrian cattle meat, mostly through the grazing of spring pastures and also leafy mass of forests during the summer months (Istrian cattle is commonly called "Boškarin" by natives which means "from the forest").
Animals	Number of animals raised in the farm : 40 animals per farm on average Is it a rare autochthonous breed? Yes, the entire population of the Istrian cattle is circa 2100 animals. How are they raised? Pasture and barn. How are they fed? Feed: 70% grown on farm, 30% purchased (GMO free - hay, haylage, barley, oats, rye)
Animal welfare	Mostly pasture. No mutilation. No castration. Contact with the mother: 6 months. Treatments administered: Only therapy for illness
Processing	<ul> <li>Istrian cattle salami has been produced for the last 8 years.</li> <li>The production process takes place with the following steps: cutting, mincing, mixing with spices, casing, cold smoking, curing, cuts.</li> <li>Cattle meat cuts used for the production of salami are: brisket, flank, round, rump. Some pork meat is also used to ensure a better tenderness to the final product: rib, shoulder.</li> <li>The technology used is quite simple: knife and mincer.</li> <li>Casing is exclusively natural.</li> </ul>

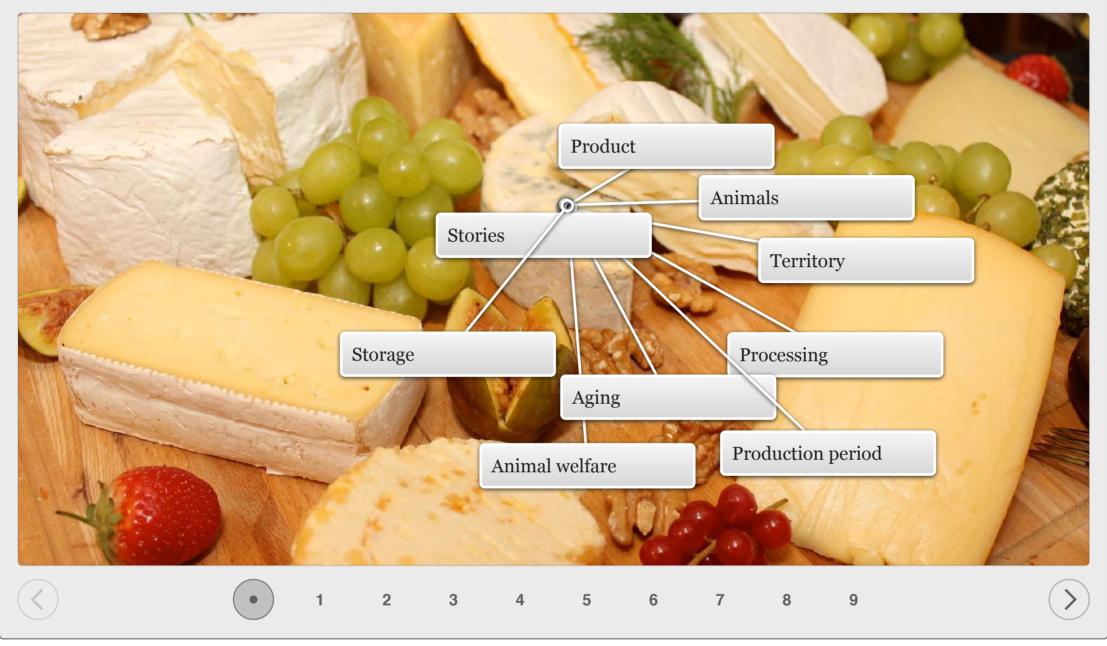
Curing	Cured for a period of 35 - 50 days in a climate controlled room (temperature ranging from 15°C to 19°C depending on the curing phase)
Storage	Refrigerate ideally at 4°C
Story	Cured meat products from Istrian cattle meat are characterized by intense flavour and rusticity. Only traditional Istrian spices are used. Each product originates from the Istrian territory and is deeply rooted in Istrian tradition, which is then transformed by modern technology into a modern-day product for the contemporary era.

# Telling dairy products

Categories of information relevant while describing dairy products



## INTERACTIVE: Cheese and dairy products



	DAIRY PRODUCTS
Product	Main feautures, history and interesting facts
Territory	Where it is produced. Altitude (if relevant). Where the animals are raised or pastured. Pedoclimatic conditions, if they give the cheese particular organoleptic characteristics
Animals	Number of animals raised in the farm Is it a rare autochthonous breed? How are they raised: pasture, semi-free range, or barn? How are they fed: feed components, grown on the farm or purchased, OGM free?
Animal welfare	Available space? Mutilation? Methods and timing of castration, recovery areas, contact with the mother and treatments administered?
Processing	Type of milk (cow/goat, whole/skim), raw or pasteurized or thermized? Number of milkings? Enzimes used (industrial, selected locally, self-produced)? Rennet used (veal, lamb, paste, liquid, thistle)? Curd treatments (breaking,collecting, shaping, piercing, pressing, salting, rind washing, if the case)?
Aging	How long and where (natural location – cellar or cave – or climate-controlled room) is it ripened?
Production period	Is it produced in a particular period?
Tips for use and storage	Where and how to store the product? Storage temperature (refrigerator, cool-well ventiled place)? Wrapping (in a cotton or linen cloth, in an airtight container)?
Story	Stories or curiosities about the product

## Case study: RAVIGGIOLO - Emilia Romagna

NAME	RAVIGGIOLO CHEESE FROM ROMAGNA APPENNINES
Product	The name of the Raviggiolo cheese is told to come from the denominatio of the villagge of Raggiolo sul Pratomagno, a mountain village from the province of Florence, that is famous for its rich pastures which have enabled Raviggiolo to originate and spread along the Appennines of Tuscany and Romagna and to become part of the gastronomic culture of Romagna both from the past and present day. Raviggiolo is a fat, fresh, soft-curd cheese, made of cow milk. Thanks to it softness and delicate "aromatic quality", it can be consumed alone.
Territory	It is produced in Emilia Romagna, mainly in the Appennine zones from the province of Forlì and Cesena, that are two towns sited in the South part of Emilia Romagna, bordering with the Tuscany region. Raviggiolo, in facts, is produced also in some zones of Tuscany, so that we can say that there is a production continuum "Tosco-Emiliano".
Animals	Depending on the season, cows are breed in stables as well as grazing. Pastures are higher than 400mt altitude. Two cattle breeds are used for Raviggiolo-making: Bruna Alpina and Pezzata Rossa. Cows are fed with fodders grown in the farm itself. They are not fed with silage. OGM free Ogm free.
Animal welfare	Animals are not subject to any mutilation. Calves are raised in contact with their mothers.

NAME	RAVIGGIOLO CHEESE FROM ROMAGNA APPENNINES
Processing	The production of Raviggiolo is typically made from raw milk only.
	During production, the curd is never broken and it's used in small amounts to leave drip on mats or, traditionally, on fern/fig/ cabbage leaves.
	In ancient times, a small amount of goat-milk was added, while nowadays it is made with cow-milk only.
	Enzimes are exclusively milk-enzimes. Rennet powder is used.
Aging	It matures at 4°C temperature. Shelf-life: 3 to 5 days
Production period	Raw milk Raviggiolo is a very rare cheese because it's produced seasonally only between October and March. In other periods, pasteurized milk is used.
Tips for use and storage	Cold storage at 4° C.
	The Raviggiolo has a history of almost five hundred years.
Story	This cheese, over the centuries, has become an integral part of the Emilian tradition: in fact, its presence is attested since 1515, when the Magistrate of the Bibbiena Land Community gave it as gift to Pope Leone X in a basket covered with ferns, still used today in the cheese-making process and presented as a precious and delicious present.
	There are references to this cheese in the famous book "The art of eating well", by Pellegrino Artusi, who in 1891 indicated Raviggiolo as an ingredient in the recipe 7.Cappelletti Romagna style.

# Telling vegetable, fruit, cereals and legume

Categories of information relevant while describing vegetables, legumes and fruit products



## INTERACTIVE: Vegetables, fruit, legumes



NAME	VEGETABLES, LEGUMES, FRUIT
Variety/ ecotype	Main characteristics, history and interesting facts
Territory	Where it is produced. Altitude. Pedoclimatic conditions, if they give the vegetable/fruit/legume particular organoleptic characteristics
Cultivation	How much land is cultivated? Origin of seeds: bought (where), o saved by the farmers themselves? Seeding period, planting technique. Methods and technology of soil working (use of poles, crop rotation (which kinds). Types of irrigation (drip, overhead, etc.) Types of weeding (mechanical, chemical, etc.). Fertilization method Other treatments for disease and pest control
Harvest and storage	When (which period) and how (which method). Cleaning, storage and packaging techniques.
Processing	Processing of the plant (ingredients and their origin)
Tips for use	How and where to best store. How to cook it or prepare it for consumption
Story	You can add some stories about the product, its traditional use

## Case study: Biancoperla or Raboso - Veneto

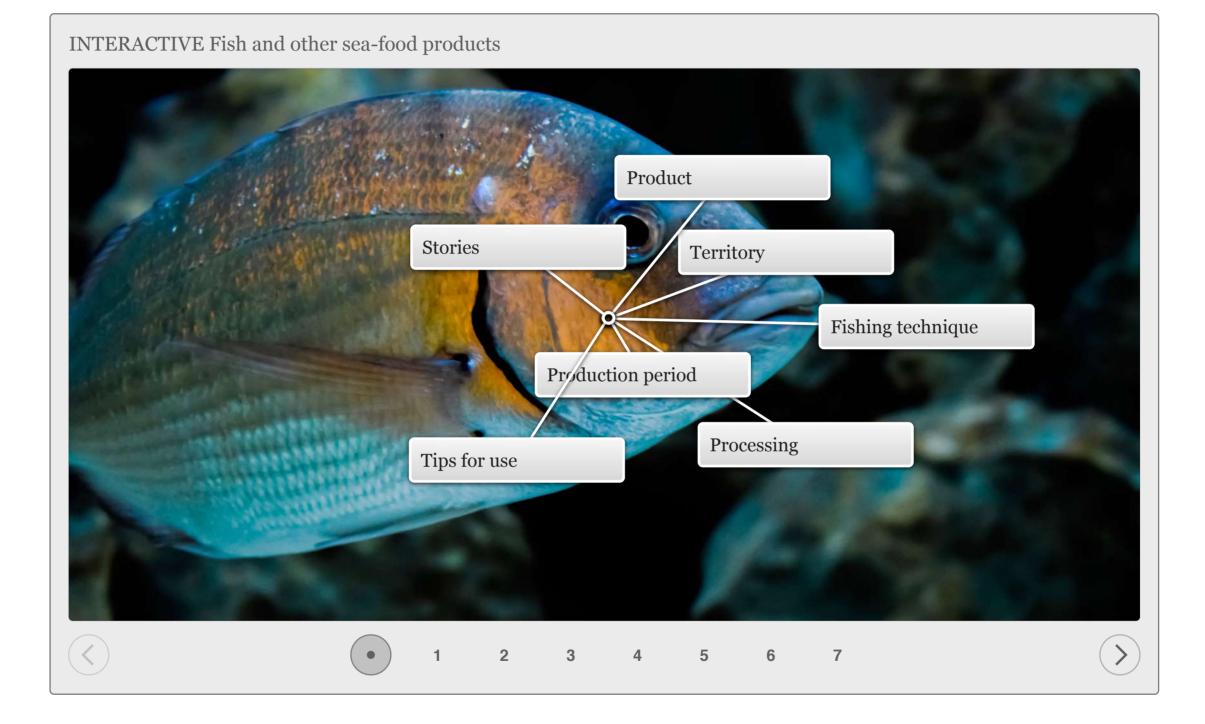
NAME	BIANCOPERLA MAIZE
Variety/ ecotype	Biancoperla is a local variety of white corn from Veneto. It has tapering, elongated cylindrical cobs (20-25 cm long) with 12-14 rows (ranks) of large, bright, pearly-white kernels. It is a medium-late variety. The plant reaches a height of 2-2.5 m.
	It is cultivated by a limited group of farmers from Veneto in the provinces of Padova, Rovigo, Vicenza, Treviso, Venezia.
Territory	To support the preservation of this variety, an association of the Biancoperla maize keepers has been established gathering producers in the area, promoted by the Institute"Strampelli" from Lonigo (VI).
	It should be cultivated in "spatial isolation", that is at least 300 meters from other maize or in "temporal isolation", that is with a
Cultivation	45/50 day seeding delay, all this to avoid crossing with other maize. It is a free-pollinating variety. The corn is to be sown in April, in the plains, in May in the coldest areas.
	Due to its limited productivity compared to modern varieties, it prefers fertile plains and is well adapting to organic farming.
Harvest and storage	Harvested in September/October. Production varies approximately from 40 to 60 quintals per hectare, depending on the fertility of the soil and the cultivation technique.
Processing	Stone-grinding is particularly encouraged, as it enhance the product's sensory qualities.

Tips for use	The white polenta was paired with various dishes: ideal and unbeatable is its combination with dishes of river and lagoon fish: marson, schie, moeche, masenete, shrimp, cod in its various preparations. In the countryside, a typical preparation was to merge white polenta with cold milk, obtaining a sort of semolina.
	While in the mountain areas of Veneto it was predominantly used the yellow one, more rustic and suitable for pedoclimatic conditions, in the lowland areas of Polesine, Trevigiano and Venetian, until the second post-world war period, the most used was a white polenta, which was considered more valueable.
	The most widely used product was the biancoperla maize, an ecotype acclimatized in this area of the Venetian plain since long time. The agronomist of Ciamdolmo, Giacomo Agostinetti, in his "One hundred and ten memories that form the good farmer of the villa", published at the end of the seventeenth century, marks the presence and use of a "white Turkish-grain". It will spread massively in the second half of the nineteenth century thanks also to its greater shelf-life.
Story	In the 1950s, the more productive, hybrid flour varieties replaced the open-pollinated varieties like Biancoperla, which had lower yields. However, some farmers continued to cultivate the white corn and pass down the seeds.
	La selezione varietale è stata portata avanti dall'Istituto Statale di Istruzione Secondaria Superiore "Domenico Sartor" di Castelfranco Veneto sulla base degli studi fatti dall'Istituto di Genetica e Sperimentazione Agraria Strampelli di Lonigo sugli ecotipi originari di mais biancoperla.
	The varietal selection was carried out by the "Domenico Sartor" Secondary Education Institute in Castelfranco Veneto on the basis of studies on the original ecotypes of biancoperla maize by the Strampelli Institute of Agricultural Genetics and Experimentation.

# Telling fish products

Categories of information relevant while describing fish and other sea-food products





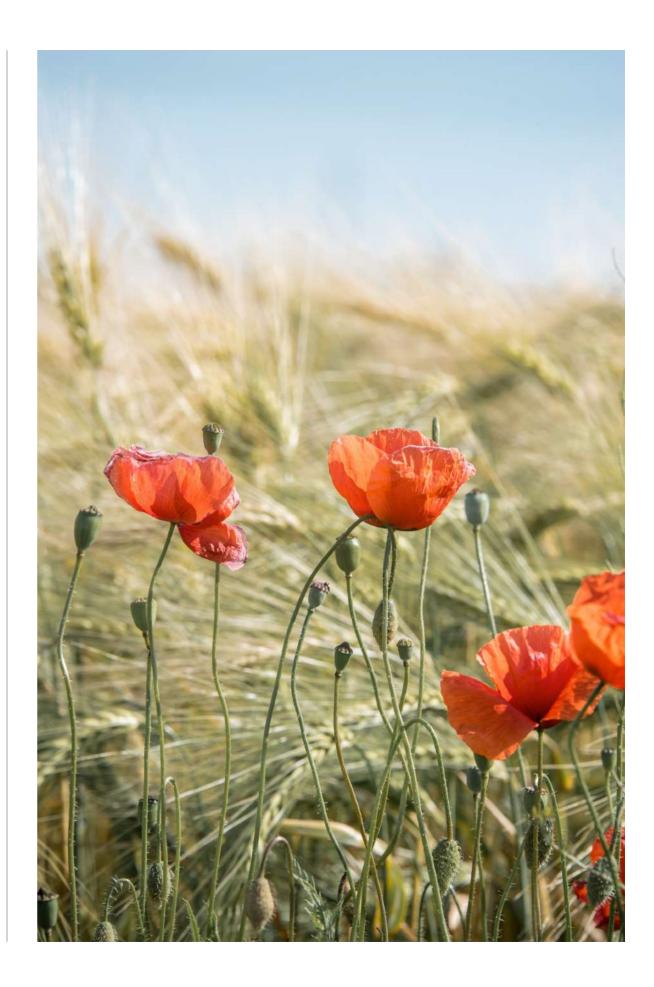
	FISH AND OTHER SEAFOOD PRODUCTS
Product	Main characteristics, history and interesting facts
Territory	Where it is fished. Water conditions, if they give the fish particular organoleptic characteristics
Fishing technique	Period and fishing technique (nets, boats, method)
Processing	Processing (process, ingredients and their origin)
Production period	Period of the year when the product is produced
Tips for use	How and where to best store How to cook it or prepare it for consumption
Story	You can add some stories about the product, its traditional use

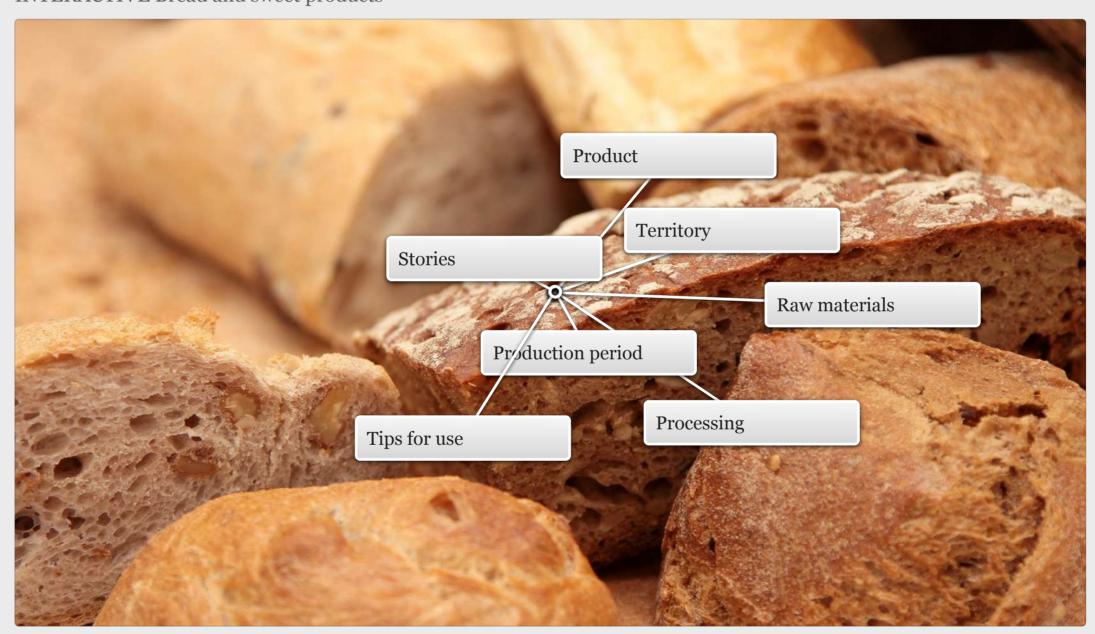
## Case study: GILTHEAD BREAM - Losinj

NAME	GILT HEAD BREAM
Product	The gilthead bream is one of the most valued food fish species of the Adriatic. It is highly appreciated for its sweet-tasting white flesh.
	It is interesting to note that each gilthead bream comes with a different shaped face, just like humans do.
Territory	It feeds on shellfish and crustaceans and it can most often be seen near the seashore.
Fishing technique	It is raised in large quantities in the Adriatic sea, as well as caught. Fishermen say it tends to fight when caught.
Processing	Raw, cooked, fried, grilled, dried, salted and preserved in brine
Production period	All year long
Tips for use	Its tasty white meat has high gastronomic value.
Tips for use	It's usually doused with olive oil and aromatic herbs.
	Sea bream is one of the noblest species of Adriatic fish. It is very appreciated in gastronomy for its delicious white meat. Thanks to its attractive appearance, it is also known as the 'Queen of the Adriatic.
Story	It was celebrated in ancient Greece for its gracious and elegant underwater movement: it also became the central theme of an ode in ancient Greece.
,	Back to Ancient Greece times, the fish was also eaten raw or cooked, fried, grilled, dried, salted and preserved in brine. There was a special way of preparing fish that included wrapping the fish in a fig leaf, with little salt and dry oregano but no oil. The roll was then secured with a wooden pick so that it would not open when grilled.

# Telling bread and sweet products

Categories of information relevant while describing bread and sweet products





INTERACTIVE Bread and sweet products

	BREAD AND SWEET PRODUCTS
Product	Main characteristics, history and interesting facts
Territory	Where it is producted. Altitude (if relevant). Water conditions. Pedoclimatic conditions, if they give the grain (or other ingredients) particular organoleptic characteristics
Raw materials	Ingredients (including yeasts) and their origin
Processing	Process, type of oven (wood with direct fire, electric), cooking time.
Production period	Period of the year when the product is produced
Tips for use	How and where to best store How to cook it or prepare it for consumption
Story	You can add some stories about the product, its traditional use

## Case study: GUBANA \_Friuli

NAME	GUBANA
Product	La Gubana is the sweet of Friuli, symbol of the Valleys of Natisone and Cividale del Friuli. It is a sweet leavened dough with a stuffing of almost equivalent weight made basically with dry fruit, nuts, liqueur. The "Gubana" is also characterized by it traditional, ancient shape, that comes from its being wrapped up in the snail-shell shape, and by its color. The ideal weight of the "Gubana", needed for an harmony of values and an excellent result, is around 850 – 1,000 grams.
Territory	The "Gubana" is certainly indigenous to the Natisone Valleys. In 1973, the "Consorzio per la tutela della Gubana delle Valli del Natisone" (Consortium for the safeguard of the "Gubana" of the Natisone Valleys) was established, with the participation of most of the producers having premises in the following municipalities: San Pietro al Natisone, Pulfero, San Leonardo, Savogna, Grimacco, Drenchia and Stregna. Later on, with the establishment of other producers in the area of Cividale too, a second consortium was founded, in 1983, named "Consorzio zona d'origine della Gubana tipica di Cividale – Valli del Natisone" (Consortium of the area of origin of the typical "Gubana" of Cividale – Natisone Valleys). In 1990 the two bodies were united, giving birth to the "Consorzio per la tutela del marchio Gubana" (Consortium for the protection of the "Gubana" mark), whose aim is, among others, to obtain the denomination of origin of the "Gubana".
Raw materials	The basic ingredients are: wheat flour, butter, sugar, honey, eggs, milk, brewer's yeast, salt, walnut kernels, raisins, dry biscuits, pine nuts, rum, plum grappa.
Processing	The outstretched dough is leavened several times, then it is rounded diagonally over the filling and wrapped up in a closed snail-shell shape. This semifinished product is leavened again, until it doubles its volume. Then it is baked in oven for an hour, at a moderate temperature. The second leavening stage is critical for the success of this product. The leavened dough must definitely be soft and elastic, and it must be capable of sustaining and lifting the remarkable weight of the filling. The process was a jealously guarded secret and handed over among the women of the Valleys.

	The "Gubana" was a cake for the great festivities and special occasions as it was expensive due to the richness of its ingredients.
Production period	In Lasiz (Pulfero), for the Odpustak (Forgiveness) feast, on a September Sunday, married girls still use to go back to their original families, bringing with them a nice "Gubana" they prepared themselves.
	In Clenia (San Pietro), for the feast of S. Antonio Abate (January 17th), the "Gubane" were made in great quantities, cut in slices and offered, as a welcoming sign, to all strangers participating to the village feast.
Tips for use	Also nowadays, it is still the gift that is made to wish, through its gift, prosperity and wealth. Above all, it is unfailing in weddings.
Story	Gubana was born as a poor cake. A tale is told about a humble housewife who had nothing to sweeten the Christmas meals with. So, she prepared for her children a cake made with what she had at home: flour, eggs, walnuts and honey. That was the legendary origin of Gubana. The name Gubana was already used in 1409, when it was listed among the 72 courses served by the Municipality of Cividale to honour Pope Gregory XII. The "Gubana" was mentioned in an agreement dated 1576, wherein it was stipulated that, among the royalties offered to the landowners, in addition to the rent, there was the "Gubana". This was valued at a very high price, "una lira di venti soldi". At that time, twenty "soldi" were the equivalent of a daily salary for an experienced mason". Until 25 years ago, the "Gubana" was exclusively home-made. In 1965, for the Feast of San Pietro and San Paolo, the patron saints, in San Pietro al Natisone the 1st "Gubana" Contest was held. In this way, the "Gubana" got out of the home context, where it was made and consumed, and began to reach a wider and wider public, in Italy and abroad, thanks to an handicraft production.

## CREDITS

## Licence and disclaimer

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