



Hospitality Training Program Course Outline

I. DESCRIPTION:

Goodwill of Greater Washington administers a 6-week occupational skills employment training program in Hospitality. The program will train unemployed and underemployed District of Columbia, Maryland, and Virginia residents in this high-growth / in-demand field that creates a local workforce more capable of sustaining their communities and provide a proven pathway to job opportunities in the DC metro area. The program will include three weeks of employability skills training, two weeks of hospitality instruction through the American Hotel & Lodging Educational Institute's Skills, Tasks, and Results Training for Workforce curriculum, and one week of food handling and alcohol serving safety through the "ServSafe" and "TIPs" programs.

II. ENROLLMENT REQUIREMENTS:

- A. Legally eligibility to work in the United States
- B. Age 18 or older
- C. Ability to complete a 6-week blended course online and in-person.
- D. Must complete CASAS (Comprehensive Adult Student Assessment Systems) reading assessment with a minimum 8th grade score.
- E. Government-issued Photo ID (State issued Driver's license or non-driver's photo ID, US Military ID, US Passport, permanent resident card or alien registration receipt card.)
- F. Ability to stand for long periods
- G. Ability to lift, push, pull, or carry 50 pounds

III. EDUCATION/CERTIFICATION REQUIREMENTS FOR COURSE INSTRUCTORS:

A. EMPLOYABILITY SKILLS TRAINER

- 1. Bachelor's degree in training and development, education, human resources management, business administration, or related field, with three or more years of experience providing career development/coaching. Five or more years of direct related experience can substitute a four-year degree.

B. START INSTRUCTOR

- 1. Must be a certified trainer through the American Hotel & Lodging Educational Institute

C. ServSafe and TIPs INSTRUCTOR

- 1. Must be certified through the National Restaurant Association and Health Communications.

IV. NUMBER OF TIMES COURSE MAY BE TAKEN: One

V. LENGTH OF COURSE

A. Hours: 9 a.m. to 1:30 p.m., Monday – Friday

B. Weeks: 6 weeks (approximately 125 hours of instruction)

VI. MATERIALS / SOFTWARE REQUIRED

The training vendor will provide a qualified instructor with all online materials that will be loaded for students to review and the instructor will guide and provide course materials via Google Classroom and Zoom.

Students will be required to download the apps in order to participate in the training. If requested, Goodwill provides students with a loaner laptop that must be returned within 30 days after successful completion of the program, or immediately if students withdrawals or is dismissed from the program.

VII. SERVICE FEES

No fee to persons served; services are funded through various grants and Goodwill's Retail Division.

VIII. CURRICULUM OVERVIEW:

A. EMPLOYABILITY/ SOFT SKILLS TRAINING (75 hours)

Students will be able to:

1. Identify their short- and long-term career goals and objectives to achieve those career goals.
2. Identify time management strategies to help them meet their goals.
3. Identify their personal, work and lifestyle values and understand how values impact career choices and relate to job satisfaction.
4. Identify techniques to manage conflict and anger on the job and in life.
5. Identify how to present themselves professionally.
6. Identify how to communicate effectively through various means- verbal, written, telephone, email, on the job,
7. Use critical thinking and problem-solving techniques to overcome challenges on the job and in life.
8. Write a customized and error-free resume.
9. Successfully complete a job interview with confidence.
10. Successfully search and obtain jobs through various tools and methods (internet, job fairs, networking, etc.).
11. Identify the basics of financial management which include opening and maintaining checking and savings accounts, budgeting and money management, loans, credit reports, etc.
12. NOTE: This section of the program also includes a 3-day "work-based experience Internship at local hotels, 1 day graduation, outside speaker presentations from hiring employers, and a career fair.

B. START Curriculum (50 hours)

Students will be able to:

1. Explain the basic roles, duties, and responsibilities of the most prevalent hotel line-level positions.
2. Display an adequate understanding of workplace safety, OSHA regulations, loss prevention, security, and quality assurance.
3. Discuss the relevance and importance of employee confidence, training, and positive work ethics in the workplace.
4. Successfully complete exams leading to an American Hotel & Lodging Association professional certification.
5. Prepared to readily transition to a higher-level of hospitality coursework.

6. GOLDEN OPPORTUNITIES—Customer Service

Students will be able to:

- i. Describe the elements of service identified in the Golden Opportunities module
- ii. Deliver superior guest service.
- iii. Recognize the importance of professionalism
- iv. Discuss important safety and maintenance issues.

7. FRONT DESK REPRESENTATIVE

Students will be able to:

- i. Describe the basic requirements of the Front Desk position (ex. Performance standards, security, OSHA regulations)
- ii. Understand the Front Desk operations.

8. ServSafe Manager—National Restaurant Association

Students will be able to:

- i. Identify and manage food sanitation risks in a commercial environment.
- ii. Demonstrate an understanding of relevant food handling regulations.

9. TIPs (Training for Intervention Procedures)—Health Communications, Inc.

Students will be able to:

- i. Identify best practices when serving alcohol in a commercial environment to prevent:
- ii. Intoxication
- iii. Underage drinking of alcohol
- iv. Drunk driving

IX. METHODS OF INSTRUCTION:

Although this training will be completed either virtually or in-person, a variety of teaching strategies may be utilized in this course including but not limited to: lecture, discussion, PowerPoint presentations, classroom exercises, student oral presentations, written reports, outside reading assignments, virtual demonstrations, and examinations.

XI. EVALUATION AND MINIMUM GRADUATION REQUIREMENTS

A. Methods of Evaluation

1. Objective examinations and quizzes (for lecture and text reading assignments)
2. Classroom participation evaluation

B. Frequency of Evaluation

1. Quizzes
2. Ongoing classroom participation grades

C. Minimum Graduation Requirements

1. Attendance Requirements: No more than (3) absences

XI. TEXTS:

- *Golden Opportunities—Customer service*
American Hotel & Lodging Educational Institute, 2017
- *START—Front Desk Representative Study Guide*
American Hotel & Lodging Educational Institute, 2011
- *ServeSafe Manager Manual*
National Restaurant Association, 2018
- *TIPs—Training for Intervention Procedures Manual*
Health Communications, Inc 2012
- Goodwill of Greater Washington’s Hospitality and Employability Skills (Job Readiness and Soft Skills) Manual

XII. CURRICULUM AND COURSE FEEDBACK/EVALUATION

- A.** Course feedback is provided by students through a satisfaction survey distributed online at the end of the course.
- B.** A referral and employer survey will be submitted annually to partners to measure satisfaction with program outcomes and implementation.
- C.** A career fair employer satisfaction and feedback survey will be distributed at each career fair.