



Hospitality Opportunity & Service Training  
(HOST) Program

**School Catalog**  
**2021**

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Baton Rouge, LA 70807

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[growthla.org](http://growthla.org)

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## **Administration**

Hospitality Opportunity and Service Training (HOST) Program is operated by Growth Services of Louisiana.

Angela Robertson	School Director/Provisional Licensed Professional
Counselor	
Open	Academic Director
Open	Financial Manager / School Agent
Open	Assistant Financial Manager
Open	Director of Student and Student International Affairs
Open	Associate Academic Director/Administrative Director
Ethan Altman	School Agent
Kendall Robertson	School Agent
	School Agent

## **Faculty**

Charles Robertson	B.S. in Management, AHLA Certified in Hotel/Motel Front Desk Representative, Guestroom Attendant, Kitchen Cook, Restaurant Server, Breakfast Attendant, Maintenance Employee, and Guest Service Gold Tourism
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Angela Robertson	M.A. in Counseling/School Counseling, Provisional Licensed Professional Counselor B.S. in Management, License School Principal K-12, AHLA Certified in Front Desk Representative, Guestroom Attendant, Kitchen Cook, Restaurant Server, Breakfast Attendant, and Guest Service Gold Tourism
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## **Instructors**

Charles Robertson
Angela Robertson

## **School History**

The HOST Program, established in 2019, was designed to open the door to new opportunities through an innovative and educative training collaboration that allows students to boost their career and master the critical skills necessary for obtaining a highly rewarding job in the hospitality industry. The program brings training to life through exciting, hands-on exercises and activities that prepare learners for real job situations.

## **School Vision, Mission, Culture and Values**

Our organization **VISION** is to combine the rich traditions of the local community with exceptional personal service while maintaining our **MISSION** of being an extraordinary hospitality organization that operates “best in class,” exceeding the expectations of our key stakeholders.

### **OUR CULTURE**

A legendary hospitality organization making a distinct difference in people’s lives.

### **OUR VALUES**

#### **Excellence**

We perform at extraordinary levels. We are professional in our appearance, language, and behavior.

#### **Tradition**

We embrace and reflect the heritage and tradition of our location.

#### **Service**

We consistently anticipate and are responsive to the expressed and unexpressed wishes and needs of our students.

#### **Empowerment**

We exercise good judgment and act to create unique, memorable and personalized experiences for our students. We own and resolve the students’ problems that are brought to our attention.

#### **Innovation**

We continuously seek opportunities to apply creativity and improve our service and product.

#### **Teamwork**

We create an environment of lateral service to meet the needs of our students and each other.

#### **Growth**

We value every individual’s contribution and personal growth within the organization.

#### **Integrity**

We always treat everyone with dignity and respect. We are reliable, honest, and fair.

#### **Community**

We will take an active role in service to our community.

#### **Success**

We are committed to the collective success of our school in Baton Rouge, LA.

#### **ICARE**

Influence, Community, Responsibility, and Engagement

## **Licensure Statement**

Hospitality Opportunity and Service Training (HOST) Program is licensed by the LA Board of Regents and adheres to the rules and regulations of the LA Proprietary Schools Advisory Commission.

## **School Calendar**

HOST does not utilize the conventional academic calendar of quarters or semesters. New classes begin according to demand to accommodate enrollment and class size requirements.

The school is closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Weekend
- Christmas Day

### **Class Schedules**

Classes begin at regular intervals throughout the year. Typically, start dates for new courses occur approximately once every two weeks. Applicants may consult with the Academic Office to determine the next scheduled start date.

For a comprehensive schedule of current course offerings, please contact the school directly.

# **Admission Information**

## **Admission Requirements**

Applicants must be at least 16 years of age.

## **Admission Process**

Applicants can apply to our Hospitality Opportunity and Service Training (HOST) Program courses on our institution's website: [www.growthla.org](http://www.growthla.org) by following the instructions as given on the website.

Applicants can also visit the campus with a scheduled appointment.

Applicants will be interviewed by a HOST certified school agent. A School Catalog will be provided to students at the time of interview. A tour of the facility will be also provided.

Once the HOST Student Office receives all required documents and a completed application, the application will be processed within two business days. If approved for course work, an acceptance packet will be sent to the student. On average, the packet takes about two weeks to arrive, but we do offer expedited service. If students are interested in expediting their shipping, they may check this option on the application.

All the HOST courses require the following documents once the applicant has received an official approval:

- A completed HOST application for admission signed by the student
- A signed agreement of funding source and fees.

Each student will sign an enrollment agreement when their application is accepted. The institution does not discriminate based on sex, race, ethnic origin or religion.

HOST welcomes students with special needs from all over the world. Our experienced instructors and school faculty provide high quality education products and humanitarian services to our students to satisfy their individual needs. Accommodations can be made for handicapped students.

# **Academic Policies and Procedure**

## **Attendance Policy**

Continuous and consistent classroom attendance requirements exist to provide the student with a well-rounded scope of the course material as well as essential hands-on experience that is crucial to **subject mastery**. Students' regular attendance demonstrates to their peers and **instructors** that they maintain a solid commitment to their education.

## **Minimum Standards**

The following attendance standards are required:

1. Students are required to log on to the online portion of the course at a minimum of once per day for the duration of the course. Instructors will closely monitor times of log-on and length of time spent on course work.
2. Students are required to attend four (4) Saturday sessions for face-to-face instruction, hands-on learning, industry, guest, and field experience. These sessions are mandatory and will impact the successful completion of certification.
3. Any missed class periods, whether online, face-to-face, or during field experience, will only be excused for extreme circumstances (as deemed by the Executive Director). The student will have to make-up course work with the next cohort which will delay certification. (No Exceptions).

## **Late Arrivals and Early Departures**

Each instructor will track classroom attendance to the nearest quarter of an hour. If a student arrives more than fifteen minutes past the commencement of class or leaves more than fifteen minutes early, or if a student arrives more than thirty minutes after class commences or departs more than thirty minutes early, they will need to make up (if possible) the work at a time that is convenient for the instructor; again, this can possibly delay completion of the certification process.

## **Breaks**

A student's period of attendance at HOST is measured according to commonly accepted academic standards. A clock hour is based on an actual hour of attendance (though each hour may include 10-minute break).

In accordance with HOST and certification standards, HOST is not permitted to count more than one clock hour per 60-minute period. Therefore, HOST instructors must provide a 10-minute break for every 50 minutes of instruction. The total break time may be dispersed throughout the class session (not to exceed 20 minutes) at the discretion of the instructor, but it must not come at the start time or end time of the class session.

### **Excused Absences**

HOST does not allow excused absences. All absences are treated the same and all students must maintain 80% cumulative attendance to stay in good standing.

### **Probationary Status for Attendance**

A probationary status will be given to students who fail to meet the 80% attendance requirements for the course. Students are required to meet immediately with the Academic Director/Academic Council Executive to develop a learning action plan in order to reach the 80% attendance requirement within 90 days.

### **Consecutive Absences**

Absences exceeding Two (2) consecutive class days not authorized with the proper documentation will lead termination.

### **Dismissal**

A student who has been dismissed for any attendance-related reason detailed above may retake the course the next session only when authorized with written permission by the School Director.

### **Documentation**

Instructors are responsible for the proper daily maintenance of the class attendance register. The attendance register is always kept at the school. In the event that a substitute teacher conducts class, the substitute must initial the day's attendance.

Attendance will be taken in the following manner:

1. Approximately ten minutes after class begins
2. Approximately ten minutes before class ends

Instructors will document student attendance and punctuality daily on a course attendance sheet. Within this chart, instructors have six options from which to choose:

- P – present
- A – absent
- L – late (student is more than 15 minutes late or leave more than 15 minutes early)
- H – holiday
- D – dropped
- M – make up

Instructors must make the entries in hard copy attendance registers for each class in ink. Instructors shall initial, in ink, the attendance register daily to attest to its accuracy. At the end of the course the instructor must sign and date a verification of the instructor by oath or affirmation of the accuracy of the attendance register.

### **School Closures**

Students will not be given attendance credit during school closures for holidays and school breaks as well as weather or other unforeseen reasons. Under the above-mentioned circumstances, the courses will be extended accordingly.

### **Add/Drop Forms**

Students who enter the class after the start date of the course will be required to bring a Student Add Form to the teacher in order to be added to the attendance register. No student may be added to the register without this form completed by the Academic Director or designated Academic Council Executive. For dropped students or students on a leave of absence occurring before the class end date, a Student Drop Form must be completed by the Academic Director or designated Academic Council Executive and given to the teacher to document the student's last date of attendance on the attendance registration

### **Student Sign-in Sheets**

If the attendance register is not available, a student sign-in sheet may be used, but only during the first week of instruction. Student sign-in sheets shall be prepared by the teacher and contain all of the following information:

- the room number, schedule course name, the time and date of each class,
- a daily record of attendance for each student which shall identify each student as "present" (P), "absent" (A), or "late" (L),
- the name and signature of the instructor for each class with a verification of the instructor by oath or affirmation of the accuracy of the attendance register.

## **Standards of Progress**

### **Graduation Requirements**

To successfully complete any course offered at HOST, students must meet the minimum passing requirements for the course in which they are enrolled as stated on the course syllabus. The course instructor will distribute the syllabus to students on the first day of class.

### **Grading System**

A course grade will be determined by a student's performance on assessment materials for that course. Each course's assessment materials are designed to measure a student's mastery of the learning objectives. The examinations, tests, assignments that will constitute assessment materials are course-specific and are listed on each course's syllabus.

## **Course Grades**

The points system is a cumulative score of 800 points distributed as follows:

Weekly Class Participation, attendance, assignments	100 pts
Lab Evaluations	400 pts
Final Exam/Quizzes	300 pts
<b>Total</b>	<b>800pts</b>

## **Satisfactory Academic Progress**

To maintain satisfactory academic progress students are expected to meet the minimum passing requirements for the course in which they are enrolled as well as the 80% cumulative attendance requirement. Students are expected to attain a minimum cumulative score of 70% on examinations, tests, and assignments that will constitute assessment materials. Minimum passing requirements are defined by the course curriculum and stated on the course syllabus.

Students who fail to meet the minimum passing requirements for the course in which they are enrolled may receive an incomplete for the course and may repeat that course a second time or take another course on the same level. If the student fails the second time to meet minimum passing requirements for the course in which they are enrolled, the student will be placed on academic probation and must meet with the Academic Director before re-enrolling.

## **Missed Work**

HOST allows for make-up of work missed. All make-up work must be completed within one week of the date the work was missed. All make-up work must be closely related to the content and delivery of the classes missed based on the approved curriculum and course syllabus. If the work is not completed within one week, students will receive no credit. Due to enrollment, students entering before the midterm, but after the start of the course, will not be penalized for missed work.

## **Course Selection and Completion**

Following initial placement, students with the advisement of a School Agent and the Academic Council, will select courses that meet their learning goals and needs. Intended student program progression will be dependent upon satisfactory student achievement within their registered course.

The HOST Placement Test is used in conjunction with final exams to facilitate and approve student advancement through the HOST program. The satisfactory progression of students within and through levels is overseen by the Academic Director.

Upon satisfactory completion of a course, a student may elect to advance to a higher-level course of study. Each course prerequisite is outlined according to each course syllabus and/or course curriculum. To advance in levels, the student may also retake the HOST Placement Test administered by the Academic Council.

A certificate is given to each graduate in confirmation of satisfactory program completion.

## **Student Evaluation**

Upon completion of a course, the instructor will complete a Student Evaluation Form for each student. This form evaluates the student in four skills (reading, writing, speaking, and listening) as well as instructor comments regarding strengths and weaknesses of the student related to the student learning outcomes of the course. Once the instructor has filled out the form, he/she passes it to the Academic

Director or designated Academic Council Executive who then makes a level recommendation for the student when they return from a leave of absence. Student Evaluations are aggregated semiannually for evaluation of course objectives and outcomes. After the Student Evaluation Report is created, the forms are maintained in the individual student files and the report is kept in hard copy in the Academic Office and in digital form on the school server.

## **Statement of Certificates**

### **Example of HOST Certificates:**

This is to certify that (Student's Name) has successfully completed the HOST Program and is hereby awarded this certificate, with all its honors, rights, and privileges.

AHLA Association upon the recommendation of the Certification Commission hereby recognizes (Student's Name) as a Certified (Course Name) attesting to successful completion of the knowledge and experience requirements reflecting a commitment to maintaining the highest standards of competence as a hospitality professional.

## **School Policy**

### **Academic Probation**

#### ***Probationary Status for Grades***

Students who fail to meet the minimum passing requirements for the course in which they are enrolled may receive an incomplete for the course and may repeat that course a second time or take another course on the same level. If the student fails the second time to meet minimum passing requirements for the course in which they are enrolled, the student will be placed on academic probation and must meet with the Academic Director before re-enrolling. Students are required to meet immediately with the Academic Director/Academic Council Executive to develop a learning action plan in order to meet passing requirements within 90 days.

#### ***Probationary Status for Attendance***

A probationary status will be given to students who fail to meet the 80% cumulative attendance requirements for the course. Students are required to meet immediately with the Academic Director/Academic Council Executive to develop a learning action plan in order to reach the 80% attendance requirement within 90 days.

### **Academic Dismissal**

At the end of the probationary period if the student fails to meet one or more of the satisfactory minimum requirements, they will no longer be making satisfactory progress and may be dismissed from the school.

### **Student Complaint**

Students who feel they are not able to resolve their complaint with the Director should make their appeal to the Louisiana Proprietary School Licensure.

### **Procedure for making an appeal for academic dismissal**

A student may appeal the academic dismissal by submitting a complaint in writing to the Academic Director. The director will determine the appropriate action to resolve the complaint. The Director will substantiate any appropriate documentation and decide the appeal as well as notify the student in writing within two weeks. If the student is not satisfied with the Director's action, the student can write to:

**Louisiana Proprietary School Licensure  
Board of Regents  
P.O. Box 3677 Baton Rouge Louisiana 70821 -3677  
(225) 342-7084**

### **Leave of Absence**

A student must request a leave of absence in writing before the beginning date of the leave of absence unless unforeseen circumstances prevent the student from doing so. If a student does not request a leave of absence within a timeframe consistent with the institution's consecutive absence policy, they must be withdrawn.

The student must sign and date the leave of absence request and specify a reason for the leave. The reason must be specified in order for the institution to have a reasonable expectation of the student's return within the timeframe of the leave of absence as requested. The student must attest to understanding the procedures and implications for returning or failing to return to their course of study.

The institution must document its approval of the leave of absence request in accordance with its published policy. The student will not incur any additional charges as a result of the leave of absence.

An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements and the total length of the leave of absence does not exceed the specified limit.

In HOST, a student is entitled to a 1 week leave of absence after completing 3 weeks of study. The school will present documentation explaining the request for a leave of absence. Requests and approvals will be made in writing to be approved by an administrator. Students will be **evaluated** upon their return from a leave of absence and placed at the appropriate part of the program based on the amount of program content that they still remember.

## **Student Conduct**

Students are expected to conduct themselves in an adult manner. Drugs and Alcohol are not prohibited on school premises. Students guilty of continued unsatisfactory behavior are subject to immediate dismissal.

Prior to starting class, all students will be given a copy of the Student Handbook, which details the institution's policy to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by its students and employees. Each student is required to sign an agreement that he/she will follow the policies.

Students are expected to attend every class for which they are registered, arrive on time, and complete all assigned work and examinations related to those courses. Students who are absent are responsible for all missed class work. All course requirements must be fulfilled, and students are responsible for the entire content of the course.

Every HOST student is expected to maintain high standards of academic integrity in completing assigned work, taking examinations, conducting experiments, using hardware and software, and interacting with fellow students. Violations of standards of academic integrity including cheating, plagiarizing, copying another student's work, and violating copyrights on printed material or software, are subject to disciplinary actions.

HOST guarantees that the students have the right to access their records and its policy for releasing information about an individual student, in accordance with the Family Education Rights and Privacy Act. HOST ensures the confidentiality of students' records.

### **Student Responsibilities**

- 1) Read School Catalog
- 2) Come to class prepared (e.g. pen, paper, homework, presentations, speeches, etc.)
- 3) Turn off all cell phones and electronic devices before class
- 4) Participate actively during group activities

Students are NOT permitted to:

- 1) bring food into the classroom
- 2) continually walk in and out of class while class is in session
- 3) enter the classroom more than 15 minutes late
- 4) talk or leave class during a presentation

If the student has an issue with a student, peer, student advisor, or instructor they are encouraged to speak to the Academic Director, Director of International Student Office, and/or Administrative Director.

### **Plagiarism Policy**

HOST values academic integrity and as such plagiarism is *not* permitted. The intent to use or the use of someone else's ideas, words, or work as one's own will not be tolerated. Each student's work in class, online submissions, and homework must be their own. If a student uses another person's ideas, words, or work you must use proper punctuation and citations that give the originator credit. Concerns regarding appropriate citation and plagiarism can be addressed to the instructor or the Academic Director.

## **Tuition Schedule**

Tuition and fees are due on or before the student's first day of class. The method used for collecting delinquent tuition and any other monies owed is consistent for all students. Please contact the School Director for more information. Methods of payment accepted by HOST towards student debt include money orders and credit cards.

## **Enrollment Fees**

<b>Total CRS Training Costs</b>	<b>\$2,750.00</b>
Tuition	\$2,300.00
Books	\$0.00
Tools	\$0.00
Enrollment Fee	\$450.00
Comments	Other costs include tools, books, etc.
<b>Total Amount of Cost Structures</b>	<b>\$2,750.00</b>

## **Cancellation and Refund Policy**

The terms and conditions regarding our cancellation and refund policy are as follows:

### **Cancellation Prior to the Start of Class or No Show:**

1. If HOST cancels a course subsequent to a student's enrollment, the institution will refund all monies paid by the student.
2. If an applicant is accepted by the institution and cancels prior to the start of scheduled classes or never attends class (no show), the institution will refund all monies paid, not more than \$150.00 shall be retained by the institution.

### **Withdrawal or Termination after Start of Class:**

1. Withdrawal or termination prior to or during the first week of class tuition or fees collected in advance, not more than \$150.00 shall be retained by the institution.
2. If a student withdraws or is terminated from the institution after the start of class, the student will be liable for tuition based on the last date of attendance during the current period of financial obligation and all non-refundable charges. Period of Financial Obligation is defined as follows: the training period for which a student is legally obligated to pay (e.g. month, term, or session), which may be less than the total period of enrollment, if tuition is charged in smaller increments.
3. The refund due will be calculated using the last date of attendance (LDA) and will be paid within forty-five (45) calendar days from the documented date of determination. The date of determination is the date the student gives written notice of withdrawal to the institution or the date the institution terminates the student due to the student's failure to adhere to the institution's attendance, conduct, or student progress policy.
4. When determining the number of weeks completed by the student, HOST considers a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
5. First Period of Financial Obligation: For students whose last date of attendance occurs before or at the mid-point of their period of financial obligation, HOST will retain a prorated amount of tuition for that period. For students whose last date of attendance occurs after the midpoint, the institution will retain all of the charges for that period.
6. Subsequent Periods of Financial Obligation or Enrollment Periods: For students who have completed the first period of financial obligation or extended their enrollment at the institution, but whose last date of attendance occurs before or after the midpoint of any subsequent period of financial obligation, HOST will retain a prorated amount of tuition for that period.

## **Student Tuition Liability Table for 5 Week Programs**

For students who withdraw at any point in the first 1 week, HOST will retain the charges outlined in the tables below.

(5 Week Program)

If termination occurs	School may keep	Student refund percentage
Prior to or during the first week	20%	80%
During the second week	42%	58%
During the third week	50%	50%
During the fourth week	70%	30%
During the fifth week	100%	0%

## **Location and Facilities**

HOST is located at 1254 Central Rd. Baton Rouge, LA 70807. The school provides up-to-date equipment as an integral part of each course. HOST is equipped with five fully functioning computers and a mounted projector. There are various audio-visual technology resources available to instructors for use inside the classroom.

HOST is conveniently situated. The HOST Program offers quality programming at a site in the heart of the Scotlandville community within walking distance and/or a short bus ride from hundreds of residents. This community is rich in history. Our facility is located along the Sana Ana Creek and is surrounded by nature, offering a warm, welcoming, clean, and well-maintained environment.

## **Academic Program**

All courses may not be offered all semesters depending on enrollment. For a list of courses currently in session, please contact the school directly.

All courses are designed to be completed in five weeks.

## **Course Goal**

The goal of the HOST program is to provide entry level persons concentrated instruction and initial work experience through classroom curriculum and internships, qualifying them for immediate employment in the hospitality industry and providing a roadmap for lifelong learning and career advancement.

# Front Desk Representative Certification

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 030, 031, 032, 033, and 034
- B. Course Title: Front Desk Representative
- C. Prerequisites: Student Assessment
- D. Credit Hours: 26 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry.

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' in-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned, and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. Front desk representative is a comprehensive program designed to accomplish the first point of contact that guests have with a hotel, which is why it is important for the agents to be friendly, cheerful, and seem eager to help. Quality resume objectives are necessary to land this position, which could eventually lead to higher positions within the hotel or elsewhere.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Front Desk Representative

## 26 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students.

## Front Desk Representative

HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. Front desk representative is a comprehensive program designed to accomplish the first point of contact that guests have with a hotel, which is why it is important for the agents to be friendly, cheerful, and seem eager to help. Quality resume objectives are necessary to land this position, which could eventually lead to higher positions within the hotel or elsewhere.

After completing the Front Desk Representative Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Clock Hours:** 26 Clock Hours, 5 weeks – (Includes HOST Lab)

Students will receive a HOST program certificate of completion, and American Hotel and Lodging Certification in Front Desk Representative.

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 14 Hrs. **Lab:** 12 Hrs.

**Note:** This course is combined with the All Employee Knowledge Curriculum

## All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### **060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)**

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

## **061 – All Employee Knowledge - Understanding Your Property (1 Clock Hour – Online)**

**Your Property’s Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property’s fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

## **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property’s security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

## **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests’ stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **030 Getting to Know the Front Desk - 2 Clock Hours-Online/Lab 3 Clock Hours Face-to-Face**

**What Is a Front Desk Representative?** As a front Desk Representative, you perform a vital service to everyone who stays at your property.

- Describe the purpose and tasks of a front desk representative.
- Identify the various equipment and systems that front desk representatives use in the course of performing their duties.
- Describe procedures for assigning and granting access to safe deposit boxes.
- Define different types of reservations.
- Identify and define some of the basic room inventory, status, and rate terms.
- Describe loyalty programs.

### 031 Preparing for Arrivals – 2 Clock Hours Online/Lab 3 Clock Hours Face-to-Face

**Pre-Arrival** Discuss the various tasks front desk representatives perform during the pre-arrival stage.

### 032 What to Expect When Guest Arrives – 2 Clock Hours Online/Lab 3 Clock Hours Face-to-Face

**Arrival** - One of the most important tasks front desk representatives perform is to check in guests.

- Identify the steps and tasks involved in the check-in process.
- Summarize the importance of key control at the front desk.
- Discuss how front desk representatives can use effective sales techniques while checking in guests.
- Discuss the procedures for dealing with VIPs.
- Explain the process for relocating guests in sold-out situations.

### 033 Task Associated with Occupancy - 2 Clock Hours Online/Lab 3 Clock Hours Face-to-Face

**Occupancy** - Discuss the various tasks front desk representatives typically perform during the occupancy stage.

- Discuss the steps involved in processing the various types of guest check-outs.
- Discuss the processing of late charges.
- Summarize the process of addressing
- disputed charges.

### 034 Final Comprehensive Online Exam – (2 Clock Hours Online)

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Front Desk Representative program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Front Desk Representative from the American Hotel and Lodging Educational Institute Training Program.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

#### Evaluation of student (Grading Policy):

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH Service of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Kitchen Cook

30 Clock Hours

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 050, 051, 052, and 053
- B. Course Title: Kitchen Cook
- C. Prerequisites: Student Assessment
- D. Credit Hours: 30 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' in-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. Kitchen Cook is a comprehensive program designed to accomplish the goal of excellent and exceptional food service establishments and to contribute culinary expertise in preparing outstanding and commendable dishes to provide customers with a world-class dining experience.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Kitchen Cook

## 30 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students.

### Kitchen Cook

HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. Kitchen Cook is a comprehensive program designed to accomplish the goal of excellent and exceptional food service establishments and to contribute culinary expertise in preparing outstanding and commendable dishes to provide customers with a world-class dining experience.

After completing the Kitchen Cook Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Credit Hours:** 30 Clock Hours, 5 weeks - (Includes HOST Lab)

Students will receive a HOST program certificate of completion, and Certification in Kitchen Cook.

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 15 Hrs. **Lab:** 15 Hrs.

**Note: This course is combined with the All Employee Knowledge Curriculum All**

### All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

### **061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)**

**Your Property's Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property's fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

### **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property's security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

### **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **050 Getting to Know the Kitchen Cook - 3 Clock Hours Online/Lab 5 Clock Hours Face-to-Face**

### **Understanding the Kitchen Cook**

**What is a Kitchen Cook?** – Guests want quality food in an appetizing way. And you're the one who can make this happen.

- Describe ways kitchen cooks meet superior performance standards.
- List basic kitchen safety guidelines that kitchen cooks must follow.
- Discuss sanitation regulations kitchen cooks must follow, including keeping food out of the temperature danger zone.
- List and define some of the basic culinary terms commonly used in a kitchen.
- Identify and explain how to use basic kitchen tools and equipment.
- Differentiate between different kinds of knives and describe how to care for them properly.
- Define standard cuts used for different kinds of foods.

## **051 Kitchen Prep – 3 Clock Hours Online/Lab 5 Clock Hours Face-to-Face**

### **Acquiring Need to Know Knowledge of the Kitchen**

The life blood of any restaurant or meal.

- Understand standard recipe development.
- Follow proper procedures for weighing and measuring ingredients.
- Learn how to convert standard recipes by changing the number of portions and the portion size.
- Describe how to control food costs through yield testing roast meats.
- List your property's standard pars.

## **052 Meal Preparation – 3 Clock Hours Online/Lab 5 Clock Hours Face-to-Face**

### **Understanding Meal Prep**

Cooking is about providing a pleasurable experience for your customers, but it is also important to balance good food and nutrition.

- Identify nutrition trends that may affect your day-to-day job.
- Describe the correct plate presentation and garnish procedures at your property.
- Discuss ways to handle special guest situations, including special requests, substitutions, and complaints.
- Review the process for working a call-and-pick-up system.
- Explain the purpose of banquet event orders and discuss how to use them to work more efficiently.
- List the procedures for handling leftovers at your property.

### **053 Final Comprehensive Online Exam – (2 Clock Hours Online)**

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Kitchen Cook program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Kitchen Cook from the American Hotel and Lodging Educational Institute Training Program.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

#### **Evaluation of student (Grading Policy):**

Weekly class participation, attendance and assignments	10 0
Lab Evaluation	40 0
Final Exam	30 0
<b>Total</b>	<b>80</b> <b>0</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Maintenance Employee

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 090, 091, 092, 093, and 094
- B. Course Title: Maintenance Employee
- C. Prerequisites: Student Assessment
- D. Credit Hours: 30 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry.

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' In-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Recognizing maintenance employees are the first to respond when something needs to be fixed and kept in top shape, the Certified Maintenance Employee designation will address how maintenance employees, maintain the physical property. Whether it is replacing faucets, fixing holes in the wall, or performing preventive maintenance. Their extensive skills ensure that guest stay in well-maintained property.

The certification is supported by the START and quick START (Skills, Task, And Result Training) programs. START resources present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Maintenance Employee

## 30 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students.

## Maintenance Employee

HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program.

Recognizing maintenance employees are the first to respond when something needs to be fixed and kept in top shape, the Certified Maintenance Employee designation will address how maintenance employees, maintain the physical property. Whether it is replacing faucets, fixing holes in the wall, or performing preventive maintenance. Their extensive skills ensure that guest stay in well-maintained property.

After completing the Maintenance Employee Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Credit Hours:** 30 Clock Hours, 5 weeks – (Includes HOST Lab)

Students will receive a HOST program certificate of completion, an American Hotel and Lodging Certificate in Guest Service Professional Tourism, and Certification in Maintenance Employee

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 14 Hrs. **Lab:** 16 Hrs.

**Note: This course is combined with the All Employee Knowledge Curriculum**

## All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

### 061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)

**Your Property’s Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property’s fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

### 062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property’s security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

## **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **090 Getting to Know Maintenance - 2 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **What is a Maintenance Employee?**

Having a comfortable guestroom in which the lights operate properly, the toilet flushes, the shower works, the door locks securely, and the outlets are reliable is very important to the guests of a property.

- Describe the maintenance worker's duties and primary functions.
- Explain the benefits of green initiatives to the property.

## **091 Learning Beginning of Shift Expectations - 2 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **Understanding Shifts and What Should take Place**

As a maintenance employee, you will always have plenty to do. Arrive to work each morning expecting to find work orders that need addressing.

- List the steps for documenting maintenance requests.
- Summarize how to prepare tools for maintenance work, and list some of the more common tools a maintenance employee might use on the job.

## **092 What Takes Place During Your Shift - 2 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **Maintenance During the Shift**

As a maintenance employee, you will be working in potentially dangerous conditions. You will need to work safely with power tools, chemicals, electricity, ladders, and other situations that require following safety procedures.

- Discuss the importance of OSHA (or local safety regulatory agencies) and personal protective equipment.
- Summarize the importance of lockout/tagout procedures.
- Describe how maintenance workers can practice key control.
- Summarize the maintenance worker's role in the security and safety of the property and guests.
- Discuss the concept and benefits of preventive maintenance.
- Explain the maintenance employee's role in overseeing outside contractors.
- List local regulations regarding heating, venting, and air conditioning that may affect the property.

## 093 Ending the Maintenance Shift - 2 Clock Hours Online/Lab 4 Clock Hours Face-to-Face

### End of Shift Responsibilities

You are responsible for maintaining the equipment and condition of your property.

- Identify which checklists maintenance employees are responsible for completing at the end of the shift.
- Describe the par stock system at your property
- Summarize the process for checking in tools at the end of the shift.

## 094 Final Comprehensive Online Exam – (2 Clock Hours Online)

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Maintenance Employee program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Maintenance from the American Hotel and Lodging Educational Institute Training Program.

**Student Learning Outcome/Course Outcome:** At the completion of Guest Service Gold Tourism, students will have received teaching facilitation, industry leading, and hands-on training of excellent guest service positions.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

### Evaluation of student (Grading Policy):

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Restaurant Server

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 061, 063, 070, 071, 072, and 073
- B. Course Title: Restaurant Server
- C. Prerequisites: Student Assessment
- D. Credit Hours: 26 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individual desiring to work in the service industry

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each covered in this course. To enhance students' In-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students be prepared for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and Missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned, and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. When it comes to an outstanding dining experience, guests rely on restaurant servers. They are the ones who make guests feel welcome, can explain the menu, serve food, and provide all-around great service from the time guests arrive until they are ready to leave. The certified Restaurant Service designation recognizes the high level of professionalism that is needed to succeed and to bring outstanding service to every guest.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Restaurant Server

## 26 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students.

## Restaurant Server

HOST has partnered and will implement the American Hotel and Lodging Educational Institute training program. When it comes to an outstanding dining experience, guests rely on restaurant servers. They are the ones who make guests feel welcome, can explain the menu, serve food, and provide all-around great service from the time guests arrive until they are ready to leave. The certified Restaurant Service designation recognizes the high level of professionalism that is needed to succeed and to bring outstanding service to every guest.

After completing the Restaurant Server Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Clock Hours:** 26 Clock Hours, 5 weeks – (Includes HOST Lab)

Students will receive a HOST program certificate of completion, and American Hotel and Lodging Certification in Restaurant Server.

**\*This is a Hybrid course, which includes online and classroom/lab instruction.**

**Online Lecture:** 15 Hrs. **Lab:** 11 Hrs.

**Note:** This course is combined with the All Employee Knowledge Curriculum

## All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

## **061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)**

**Your Property's Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property's fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

## **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property's security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

## **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **070 - Getting to Know the Restaurant Server - 3 Clock Hours Online/Lab 3 Clock Hours Face-to-Face**

### **Understanding What is a Restaurant Server**

A restaurant server at a property could be defined as someone who takes and serves guests' orders. While the definition is technically correct, it leaves out the heart of a servers' job.

Describe ways that restaurant servers work together to meet superior performance standards.

- List basic kitchen safety guidelines that restaurant servers should follow.
- Discuss sanitation regulations restaurant servers must follow, including keeping food out of the temperature danger zone.
- Identify menu omissions and substitutions available at your property.
- List and define some of the basic terms for food preparations and timing, as well as common food and beverage equipment.

## **071 – Steps to Pre-Meal Preparation - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **Learning How to Prepare for Meals**

A great of work takes place in a restaurant before the guests even arrive. As a restaurant server, you will have many responsibilities, and sometimes it will seem like they are all taking place at once.

- Describe how to set up the restaurant and side-stations.
- Explain how to safely prepare and carry service trays.
- List various types of glassware, dishware, cutlery, and linens used at your property.

## **072 – What to Expect During the Meal - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **What Takes Place During the Meal**

Greeting guests immediately puts guests at ease and assures them that someone will take care of them.

- Demonstrate customer-service oriented ways to greet and seat guests and approach the table.
- Discuss how anticipating guest needs can lead to exceeding guests' expectations and contributing to an enjoyable dining experience.
- Review the steps for taking food orders.
- Explain how to suggestively sell and upsell.
- Explain how to serve beverages, serve meals, and check back to the table.
- Discuss how to respond to dissatisfied guests.
- Explain how to maintain tables throughout a meal.
- Discuss ways to sell after-dinner items.
- Discuss ways to prepare takeout items.
- Explain how to present guests checks and settle bills.
- Outline the sequence of service for  
breakfast, lunch, and dinner.
- Define terms associated with alcohol service, including types of beer, wine, and liquor.
- Identify procedures for dealing with guests under the influence of alcohol.
- List your property's tipping policies.

**073 Final Comprehensive Online Exam – (2 Clock Hours Online)**

The comprehensive final exam encompasses testing students’ knowledge and skill level from the subject areas that were studied within the Restaurant Server program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Restaurant Server from the American Hotel and Lodging Educational Institute Training Program.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

**Evaluation of student (Grading Policy):**

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Breakfast Attendant

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 020, 021, 022, and 023
- B. Course Title: Breakfast Attendance
- C. Prerequisites: Student Assessment
- D. Credit Hours: 27 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry.

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' in-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned, and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Breakfast Attendant is a comprehensive program designed to accomplish the goal of effectively promoting, taking, preparing and delivering food and beverage selections to setup and replenish the buffet with the highest quality of product and service standards to ensure guest satisfaction and maximize revenue and profitability by providing prompt and courteous food and beverage service.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Breakfast Attendant

27 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students. HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program.

## Breakfast Attendant

HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Breakfast Attendant is a comprehensive program designed to accomplish the goal of effectively promoting, taking, preparing and delivering food and beverage selections to setup and replenish the buffet with the highest quality of product and service standards to ensure guest satisfaction and maximize revenue and profitability by providing prompt and courteous food and beverage service. After completing the Kitchen Cook Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Credit Hours:** 27 Clock Hours, 5 weeks – (Includes HOST Lab)

Students will receive a HOST program certificate of completion, and American Hotel and Lodging Certification in Breakfast Attendant.

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 15 Hrs. **Lab:** 12 Hrs.

**Note: This course is combined with the All Employee Knowledge Curriculum.**

## All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

### **061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)**

**Your Property's Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property's fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

### **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property's security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

### **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **020 Getting to Know the Breakfast Attendant - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

**The Importance of Breakfast** - Breakfast is the most important meal of the day.

- Describe the importance of breakfast and the role that the breakfast attendant plays.
- List the stages of the guest cycle, and
- explain how the breakfast area fits into those stages.
- Discuss how breakfast attendants can use intuition, empathy, and initiative to bring delight to guests and provide exceptional guest service.
- Demonstrate how to treat departing guests in the breakfast area so that guests will end their stays on a positive note.
- List the big eight food allergies and define gluten intolerance.
- Define cross contamination and foodborne illnesses and discuss how to avoid them.
- Discuss sanitation regulations breakfast attendants must follow, including keeping food out of the temperature danger zone.
- Describe how to properly handle food from receiving to service.
- Review your property's policies and procedures on food illness incident reporting.

## **021 - Pre-Breakfast Preparation - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **Pre-Breakfast Planning**

A great deal of work takes place before the guests arrive for breakfast.

- Describe how to set upside-stations.
- Explain how to safely prepare and carry service trays and tubs.
- List various types of glassware, dishware, cutlery, and linens used at your property.

## **022 - During Breakfast Shift - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

### **During Breakfast**

The breakfast area can often become a busy area. During breakfast, you should always act professionally and appropriately with guests.

- a. Describe the proper way to display breakfast items at your property.
- b. Review how to professionally and appropriately interact with guests during breakfast.
- c. Explain how to maintain tables throughout a meal
- d. List your property's tipping policies.

### **023 Final Comprehensive Online Exam – (2 Clock Hours Online)**

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Breakfast Attendant program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Breakfast Attendant along from the American Hotel and Lodging Educational Institute Training Program.

**Student Learning Outcome/Course Outcome:** At the completion of Guest Service Gold Tourism, students will have received teaching facilitation, industry leading, and hands-on training of excellent guest service positions.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

#### **Evaluation of student (Grading Policy):**

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Gold Service Tourism

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 100, 101, 102, 102, 104, and 105
- B. Course Title: Guest service Gold Tourism
- C. Prerequisites: Student Assessment
- D. Credit Hours: 24 Clock Hours, 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' in-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned, and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Guest Service Gold® is a comprehensive program designed to accomplish the goal of creating guest service-oriented line level students who know how to engage with their guests to provide memorable guest service. Core components include training, employee certification, and property certification and can be implemented by any service-oriented business, such as restaurants, transportation companies, attractions, and retail outlets, not just lodging properties. It can also be used in academic settings to provide students with a solid foundation in guest service skills.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Guest Service Gold Tourism

## 24 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students. HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program.

### Guest Service Gold Tourism

HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Guest Service Gold® is a comprehensive program designed to accomplish the goal of creating guest service-oriented line level students who know how to engage with their guests to provide memorable guest service. Core components include training, employee certification, and property certification and can be implemented by any service-oriented business, such as restaurants, transportation companies, attractions, and retail outlets, not just lodging properties. It can also be used in academic settings to provide students with a solid foundation in guest service skills.

After completing the Guest Service Gold Position Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Clock Hours:** 24 Clock Hours, 5 weeks – (Includes HOST Lab).

Students will receive a HOST program certificate of completion, and American Hotel and Lodging Certificate in Guest Service Professional Tourism.

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 14 Hrs. **Lab:** 10 Hrs.

**Note: This course is combined with the All Employee Knowledge Curriculum.**

### All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

### **061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)**

**Your Property's Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property's fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

### **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property's security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

### **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **100 Welcome to Guest Service GOLD Training - 1 Clock Hours Online/Lab 2 Clock Hour Face-to-Face**

### **Gold Service**

**The Value of Gold-** Guest Service GOLD focuses on the seven key elements required to consistently deliver the very highest levels of guest service on an ongoing basis. Providing guest services that goes above and beyond the typical should never have a start or an end. It is something that should always be happening, and it should come from a desire to provide guests with the best a property has to offer.

#### **The seven elements of Guest Service GOLD are:**

1. **Recovery:** Turn It Around
2. **Personalization:** Provide and Individualized experience!
3. **Knowledge:** Be in the Know!
4. **Passion:** Inspire Others!
5. **Commitment:** Be All In!
6. **Inclusion:** Include Everyone
7. **Personality:** Be Yourself!

## **101 The Value of Gold – 1 Clock Hour Online/Lab 1 Clock Hour Face-to-Face**

### **Gold Value**

These are moments, exchanges that, depending on your actions, can leave a guest feeling delighted or disappointed. And while you may not realize it, you're presented with them every day!

- Explain the golden opportunities.

## **102 The Power of the Guest Story – 2 Clock Hours Online/Lab 2 Clock Hours Face-to-Face**

### **Gold Power**

Every guest has the power to tell about good and bad guest story experiences.

- List reasons why providing guest service worthy of a story is the only type of story you want told about your business and employees

## **103 Capitalize on Golden Opportunities - 2 Clock Hours Online/Lab 2 Clock Hours Face-to-Face**

**Recovery:** Turn It Around! Guest Recovery- Taking a service failure and turning it around to create a positive outcome that strengthens the relationship with the guest.

- Explaining service failures.
- Describing guest recovery.

**Personalization:** Provide and Individualized experience! --Creating a customized experience for guests to make their experiences stand out.

- Discuss ways to make guests feel special when providing services personalized to their needs or likes.
- Identify ways to create unique experiences for guests.

**Knowledge:** Be in the Know! Showcasing the employee's knowledge of the property or the surrounding area to help a guest with a specific request or generally improve his/her stay.

- Describe how your establishment and the surrounding area is a very important part of your job.

**Passion: Inspire Others!** -Inspiring others by incorporating one’s passions into one’s work to help create memorable moments for guests.

- Discuss passion and what the service means to deliver.
- List one thing you’ve learned regarding the discussion regarding passion.

**Commitment: Be All In!** -A commitment by all staff to capitalize on golden opportunities. Everyone is “all in.”

- Explain what it means to be committed to your work.
- Understand what it means when someone says, “We are only as strong as our weakest link.”
- Differentiate ways that you can help guests by being committed to capitalizing on golden opportunities.

**Inclusion: Include Everyone!** – Providing a welcoming and inclusive environment for all guests, including those with disabilities and special needs.

- Identify principles of inclusive service and ways to ensure that everyone is included.
- List your establishments accessible features and establishments.
- Discuss the importance of understanding the establishment, as well as the accommodations made for guests with disabilities.

**Personality: Be Yourself!** -Connecting with guests by letting the employee’s personality shine through. Being personable and showing your human side.

- Explain when guest service can become impersonal.
- Discuss ways to let your personality shine through in your service.

## **104 Guest Service Gold Elements – 2 Clock Hours Online/Lab 3 Clock Hours Face-to-Face**

Define the basic gold elements of emotionally engaged guest service.

- Prepare themselves and their work area to facilitate above and beyond guest/customer service.
- Develop and implement communication tools for increased effectiveness when providing individual guest service experiences to diverse groups of guests.
- Apply steps to deliver exceptional quality guest service with each and every guest interaction.
- Maintain the highest level of service excellence in challenging, emergency, or crisis-level situations.
- Define the “moment of truth” when guest service can be delivered on the highest level of emotional engagement possible.
- Apply personal involvement and emotional engagement in the process of providing gold level guest service.

## 105 Final Comprehensive Online Exam – (2 Clock Hours Online)

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Gold Service Tourism program. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Gold Service Tourism from the American Hotel and Lodging Educational Institute Training Program.

**Primary Textbook:** START (Skills, Tasks, And Result Training): Guest Service Gold Tourism

### Evaluation of student (Grading Policy):

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

# Guestroom Attendant

**Instructor's Name:** Charles Robertson

**Office Hours:** Monday - Thursday, 9:00 AM - 12:00 PM

## Course Information

- A. Course Numbers: 060, 061, 062, 063, 040, 041, 042, and 043
- B. Course Title: Guestroom Attendant
- C. Prerequisites: Student Assessment
- D. Credit Hours: 27 Clock Hours 5 weeks – (Includes HOST Lab)

**Intended Audience:** Individuals desiring to work in the service industry

**Method of Delivery:** (Hybrid) The instructor will employ a variety of methods of instruction including lectures, class discussions, small group interaction, case analysis, role-played learning experience, and videotaped/film demonstration with each topic covered in this course. To enhance students' in-depth understanding of these service industries, a common case study will be analyzed across different disciplines. It is expected that students prepare for each class by reading required assignments prior to class. Students will use knowledge from reading for in-class discussions and assignments.

Students are expected to attend all classes (unexcused absences may result in grade reduction in the course and missed opportunities for certification). In addition, students are expected to complete all readings for the class period for which they are assigned and to participate actively and in an informed manner in all cases, class, and videotape discussion and role-played customer service exercises. Students will complete weekly quizzes and lab exams as data points, showing proficiency.

**Course/Subject Description:** HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Guestroom Attendant is a comprehensive program designed to accomplish the goal of excellent and exceptional guest service where the student will have the goal of daily creating a clean and orderly environment for guests, which in turn will directly strengthen the reputation of the hotel or resort.

The certification is supported by the START and quick START (Skills, Task, and Result Training) programs. START resource present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with general hospitality knowledge and soft skills needed in the hospitality industry.

# Guestroom Attendant

## 27 Clock Hours

**This is a hybrid course.** **Hybrid** course work integrates web-based online, virtual, face-to-face instruction and learning. Through the **Online Driver** - students will receive lectures, screenshots, and have access to other streaming media; students will then use these materials to engage in Face-to-Face/Lab activities. **Lab Rotation** - Students will be scheduled in for labs throughout the course, bringing into focus the materials learned online. Hands-on learning and real-life cases will be the focus of each lab.

Hybrid builds instructional capacity and expands knowledge and learning for students.

## Guestroom Attendant

HOST has partnered with and will implement the American Hotel and Lodging Educational Institute training program. Guestroom Attendant is a comprehensive program designed to accomplish the goal of excellent and exceptional guest service where the student will have the goal of daily creating a clean and orderly environment for guests, which in turn will directly strengthen the reputation of the hotel or resort.

After completing the Guestroom Attendant Specific Knowledge section study guide, students should be able to: Describe, Identify, and Articulate in-depth knowledge of this position.

**Credit Hours:** 27 Clock Hours, 5 weeks – (Includes HOST Lab)

Students will receive a HOST program certificate of completion, an American Hotel and Lodging Certificate in Guest Service Professional Tourism, and Certification in Guestroom Attendant.

**\*This is a Hybrid course, which includes classroom and online instruction.**

**Online Lecture:** 15 Hrs. **Lab:** 12 Hrs.

**Note:** This course is combined with the **All Employee Knowledge Curriculum.**

## All Employee Knowledge

This section “**All Employee Knowledge**” will introduce the student to the terminology that is used throughout the hospitality industry. Students will complete this section in order to familiarize themselves with the working language of the industry. Employees who experience a progression of success have an in-depth understanding and use of the industry’s vernacular in their position of service.

### 060 All Employee Knowledge - Employee Responsibilities (1 Clock Hour - Online)

**Personal Appearance-** Your appearance has a bigger effect on our property’s image.

**Uniforms-** Your uniform is a vital part of your property’s image.

- Understand property standards for personal appearance.
- Identify property standards and policies regarding uniforms.

**Social Media-** Social media refers to communication tools such as Facebook, Twitter, Instagram, or others.

- Understand your property’s social media policy.

**Employee Policies-** Your property will have policies that affect you.

- List employee policies that affect you.

## **061 All Employee Knowledge - Understanding Your Property (1 Clock Hour - Online)**

**Your Property's Fact Sheet-** You should be able to direct a guest to all public areas within your property.

- List your property's fact sheet information.

**Property Policies-** Every lodging property has certain rules that help maintain order.

- List property policies regarding parking, pets, and guest reservations.
- Identify airport and local transportation, options.
- Explain the purpose of the Manager on Duty (MOD).
- Define guidelines for the use of property facilities.
- Differentiate between routine and urgent maintenance and describe the purpose of each.
- Discuss property lost and found procedures.
- Explain property recycling programs and procedures.

## **062 All Employee Knowledge - Safety Regulations (1 Clock Hour - Online)**

**Security and Safety Awareness-** Providing security means protecting people—guests, employees, visitors, and others who have a lawful reason to be at the property.

- Explain your role in your property's security.
- Understand procedures to follow in case of emergency.
- Identify procedures and safety equipment that protects against bloodborne pathogens.
- Describe OSHA regulations that pertain to your position at the property.
- Understand safe lifting guidelines.
- Describe best practices for assisting guests with disabilities.

## **063 All Employee Knowledge - Quality Guest Services (1 Clock Hour - Online)**

**The Power of the Guest Story-** Guests' stories of excellent service have the potential to bring in more business to your property than any other marketing tool.

- Recall ways to provide exceptional guest service.
- Understand the role online reviews play in the success of your property.
- Identify best practices for working with your team and other departments.
- Explain policies on guest communication, including telephone and elevator courtesy.
- Identify ways to handle and resolve guest requests and complaints.
- List the locations of points of interest guests might inquire about on and off your property.
- Explain the significance of VIPs. Identify procedures for dealing with guests under the influence of alcohol.

## **040 Getting to Know the Guestroom Attendant - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

**What Is a Guestroom Attendant?** – A guestroom attendant can be defined as someone who makes certain that each guest is able to experience a pleasant night's stay in a room that has these features but is also comfortable and free from inconveniences.

- Discuss why guestroom attendants are so important to a lodging operation.
- Review the superior performance standards that guestroom attendants strive to meet and the list of tasks that guestroom attendants perform.
- Discuss the role of guestroom attendants in keeping guest's belongings and the property secure.
- Explain how guestroom attendants can practice key control.
- Review the importance of inventory in the housekeeping department and the role each guestroom attendant may be asked to play in performing an inventory count.
- Identify OSHA regulations pertaining to housekeeping and laundry areas.
- Discuss how to respond to unusual guestroom situations.

## **041 Beginning of Shift Responsibilities - 3 Clock Hours Online/Lab 4 Clock Hours Face-to-Face**

**Room Assignment Sheet-** The room assignment sheet lists all the rooms that each guestroom attendant needs to clean during his or her shift.

- Explain how to use a room assignment sheet.

**Room Status Codes-** Define common room status codes.

**Guest Amenities-** The guestroom attendant is responsible for putting guest amenities into each room.

- Review the types of guest amenities and cleaning supplies guestroom attendants use on the job.
- Identify ways to use cleaning supplies and chemicals correctly and safely.
- Discuss ways guestroom attendants keep their carts and work areas organized.
- Explain why a cleaning sequence is important.
- Review the steps for cleaning the bathroom and guestroom closet.
- Discuss the remaining non-bathroom tasks in cleaning a guestroom.
- Explain how to vacuum a guestroom.
- Understand the purpose of deep cleaning tasks at your property.

## **042 End of Shift Responsibilities – 3 Clock Hours Online/4 Clock Hours Face-to-Face Lab**

**Tip Sharing-** Tips are the guests' way of thanking you for a job well done. Guests may leave a tip for you when they check out the property.

- Explain why tip sharing among guestroom attendants is important.
- List end-of-shift duties you must follow at your property.

### **043 Final Comprehensive Online Exam – (2 Clock Hours Online)**

The comprehensive final exam encompasses testing students' knowledge and skill level from the subject areas that were studied within the Guestroom Attendant. Successful passing of the final exam will lead to a certificate of completion from HOST along with certification in Guestroom Attendant from the American Hotel and Lodging Educational Institute Training Program.

**Primary Textbook:** START (Skills, Tasks, And Result Training)

#### **Evaluation of student (Grading Policy):**

Weekly class participation, attendance and assignments	100
Lab Evaluation	400
Final Exam	300
<b>Total</b>	<b>800</b>

**Hospitality Opportunity and Service Statement of Discrimination:** GROWTH of LA is an equal opportunity employer, and holds that all employees, parents, and youth should be free from all forms of discrimination and conduct which could be considered coercive, disruptive, or in violation of any civil rights.

## **Financial Aid**

There is currently no available Financial Aid at HOST.

## **Student Services**

The institution has in place student support services which provide appropriate information and advice to students. Students will receive academic and professional development advising and counseling as required. The school directors, instructors, and supporting staff are available to provide students' academic counseling and personal development advice to ensure their HOST educational experiences are rewarding.

The institution provides access to an orientation program whether verbal, printed, web-based or other media format on or before the first day of class. The orientation program provides, at a minimum, information about the instructional course or program, the educational objectives of each course or program, administrative policies affecting students and support services available to students.

Throughout their tenure at HOST students are provided with:

- Academic advising and additional assistance as necessary
- Referrals for professional assistance for students as necessary
- Internet access in school
- Information regarding extracurricular and social, cultural events as appropriate
- Support in their adjustment to the program or institution and to the surrounding culture and community
- Information and advice on health insurance plan if required

The institution has an internal complaint or grievance procedure to consider student complaints that complies with the HOST Internal Grievance Procedure Policy and the Louisiana State Board of Regents Department.

## **Individualized Counseling**

HOST welcomes students from a variety of cultural backgrounds. We believe that having a diversity of cultures represented on our campus and in our classrooms enriches the education experience of the entire HOST community.

Individualized academic, personal, career, social/emotional, and mental health counseling are provided to students. School instructors, faculty, and staff are caring, thoughtful, and dedicated. We work closely with our students to meet all their personal, academic, and professional needs. Licensed Professional Counselors are a part of our staff.

Further, our small classes and nurturing school community offer students a supportive and stimulating environment in which to further their general education while expanding their skills.

HOST also provides other services for students such as financial literacy and others (e.g. opening a bank account, applying for a driver's license, transportation information, etc.).

## **Culture Recreation/Social Events**

While attending HOST, all students have access to many fun, educational, social, and recreational activities. Throughout the course of study, students are offered extra-curricular cultural outings/field trips in Baton Rouge, ranging from museum visits to outdoor activities, cultural parades, and free concerts. To further enhance students' social and cultural experiences, our friendly staff plans holiday parties before or after class to foster school spirit and introduce students to various cultures as well as share in the tradition of United States holidays.

## **Student ID Card**

All students attending HOST are eligible to receive a student ID card. Having a student ID card is helpful for receiving discounted admission to many museums, events, and other benefits in the local area.

## **Living Accommodation Assistance**

HOST does NOT accommodate or arrange housing such as apartments or dormitories for students at the campus or in the community. Housing is the sole responsibility of the student.

## **Security and Safety**

HOST is concerned with the safety and welfare of all campus members and guests and is committed to providing a safe and secure environment. Because no campus is isolated from crime, HOST has developed a series of Policies and Procedures that are designed to ensure that every possible precautionary measure is taken to protect persons on campus. Although we have been fortunate not to experience a significant number of serious crimes, we realize that crimes of all nature do exist. In order to reasonably prevent such incidents, a competent and trained school administration office is present. Nevertheless, faculty, staff, and students are responsible for following a number of measures to ensure that they and their possessions are adequately protected.

At HOST, safety is a primary consideration in the maintenance, grounds-keeping, and lighting of the campus. The administration office also works closely with the Student Office and the building management to ensure that safety policies and procedures are uniformly executed and conveyed in a clear and consistent manner to the institution's students, faculty, and staff.

The Administration Office is located at 1254 Central Rd, Baton Rouge, LA 70807. The Office aids in enforcement of federal, state and local statutes and the institution's regulations.

The Administration Office is responsible for law enforcement, security, and emergency response at the institution. It is also responsible for providing support services such as:

1. Testing and maintaining all fire prevention equipment and alarms
2. Helping inspect buildings for safety compliance. Enforcement of state and federal statutes
3. Enforcement of state traffic violations

To report a crime or emergency, call 911 or contact the Office at 225-300-4943. The office maintains a close working relationship with all appropriate law enforcement agencies and elements of the criminal justice system. Numerous efforts are made to advise members of the campus community in a timely manner about campus crimes and crime-related problems. The institution encourages its faculty, staff and students to report any crimes and suspicious activities immediately.

The institution's building is accessible to members of the campus community and to guests and visitors during normal business hours, Monday-Friday, and for limited designated hours on weekends during periods of time when the school is in normal operation.

Public Safety policies and procedures, especially regarding locking individual rooms, building entrances and related precautions are discussed with participants in crime prevention seminars, in routine meetings conducted by the building management and in printed materials which are posted and distributed by the school.

The institution's students have a right to share space in an environment free from sexual harassment and/or assault. If a student experiences any circumstance that can be interpreted as a sexual offense, that student should report the situation to the school campus security authorities. In this case, campus security authorities may be in the Administration Office or at our off-campus office. The student also has the option to notify the proper law enforcement authorities and the option to be assisted by campus authorities in notifying such authorities.

Procedures for on-campus disciplinary action in case of an alleged sexual offense shall include a clear statement of the following: 1) The accuser and the accused are entitled to the same opportunities to have others present during a campus disciplinary proceeding; 2) Both the accuser and the accused shall be informed of the outcome of any campus disciplinary proceeding alleging a sexual offense; 3) Possible sanctions for sexual assault include, but are not limited to the following: a) fines, b) disciplinary probation, c) expulsion.

The possession, use, or sale of firearms, ammunition, fireworks, major or minor explosives or any legal weapon is forbidden and subject to school discipline as well as to criminal sanctions.

HOST complies with federal, state, and local laws including those which regulate the possession, use, and sale of alcoholic beverages and controlled substances. The following represents the drug and alcohol policies of HOST:

On the school's premises or at school-sponsored activities, the following are prohibited: distribution, possession or use of any illegal drugs or controlled substance; providing alcoholic beverages to individuals under 21 years of age; possession of alcoholic beverages by individuals under 21 years of age; illegal possession of an open container of an alcoholic beverage; public intoxication; driving while intoxicated; and drinking alcoholic beverages in an unlicensed public place.

## **School License/Certification/Accreditation**

HOST is licensed by the Louisiana State Board of Regents Department and adheres to the rules and regulations set forth by the proprietary school commission.

## **Job Placement and Assistance**

Students will be guided towards job placement services through a collaborative effort provided by both their mentor and their program supporter. The mentor will continue to assess the student's progress, providing guidance and referring students to other support services throughout their workforce and educational careers. Program Supporters will continue to connect HOST graduates with inroads into competitive employment opportunities in the rapidly developing hospitality industry as the growth of this industry is continual and on the rise. However, HOST cannot guarantee employment.

## **Student Complaint/Grievance Procedure**

It is inevitable that students will sometimes disagree with faculty decisions regarding grades, instructional techniques, advising, course content and classroom experiences. Students with concerns regarding any of the are provided with the following grievance processes:

### **Grievances Regarding Grading:**

Each course syllabus must clearly delineate the grading process in a course. The weight given to each assignment should be reflected and adhered to consistently in the class.

Students should receive clear instructions regarding the requirements for successful completion of the course, i.e., on what basis would a student not receives a passing grade.

If a student receives a grade that they believe does not reflect their performance in a class, they have the right to meet with the instructor to discuss the grading process. The student should be prepared to present evidence of work completed in the class. If, after meeting with the faculty member, the student reasonably believes that that have still been graded unfairly, they should meet with the Academic Director to discuss the grievance.

The Academic Director should consult with the faculty member to determine if there is sufficient evidence (grades on all assessment materials, copies of all written assessment materials, etc.) to substantiate the grade received by the student. Once the Academic Director consults with the faculty member they should decide to either uphold the decision of the faculty member or to ask the faculty member to reevaluate the student's grade based on the review.

The decision of the Academic Director will be final. The Academic Director will issue a written response of disposition to the student and faculty member.

Grievances regarding grading should be filed within one week of the student's receipt of a final course grade.

### **Grievances Regarding Course Requirements:**

Course syllabi should reflect all course requirements. Course requirements must be directly related to the course objectives and student learning outcomes of the approved curricula.

Students must not be required to complete any requirements that could prove injurious to their physical or mental health. Any student who believes that they are being required to complete and/or adhere to unreasonable requirements should voice their concern to their instructor.

If, after meeting with a faculty member, the student maintains that the course requirements are inappropriate with respect to the course objectives and student learning outcomes, the student should voice their concern to the Academic Director.

The Academic Director must meet with the student and the faculty member to discuss the student's grievance. The Academic Director should give due consideration to the student's grievance and speak with other students in the class, if necessary, to determine the validity of the claim. If the Academic Director deems necessary, they should begin an official process of curricular revision under the guidelines of the Bureau of Proprietary School Supervision.

### **Grievances Regarding Classroom Atmosphere:**

The classroom should reflect an environment where teaching and learning occur in a cooperative fashion between students and the instructor. Use of profanity, sexist or racist characterizations, and sexual harassment will not be tolerated. Disruptive behavior, including talking during presentations and lectures will not be tolerated. Faculty members are always required to conduct themselves in a professional manner. Students are expected to conduct themselves in a respectful manner throughout the class period.

If a student believes that the classroom atmosphere is inappropriate or improper as defined herein, they should share their concerns with the faculty member. If the faculty member does not address the student's complaint in what the student considers a satisfactory manner, the student should submit a written grievance report to the Academic Director.

The Academic Director should give due consideration to the student's grievance and speak with the faculty member and other students in the class, if necessary, to determine the validity of the grievance. Based on the investigation, the Academic Director will render a decision. The Academic Director will issue a written response of disposition to the student, the faculty member and the department director.

Grievances regarding inappropriate classroom conduct should be filed before the end of the session in which the alleged inappropriate behavior occurs.

### **Grievances Regarding the Advising Process:**

Students are assigned academic advisors upon the first week of enrollment and have a right to effective advising throughout their matriculation. Academic advisors are required to provide accurate and timely information regarding course and graduation requirements, as well as academic support programs for their advisees.

If a student believes that they are not receiving adequate advising they should bring their grievance to the attention of the Academic Director. The Academic Director, in consultation with the advisor and the student, will evaluate existing options for the student

The Academic Director will issue a written response of disposition to the student and their department director.

Grievances regarding the advising process should be filed as soon as the student believes that are or have been ineffectively advised.

### **Other Grievances:**

If a student has grievances regarding administration and/or other matters, the student should bring their concerns to the School Director in writing. The Director will take the appropriate action to resolve the complaint. The Director will substantiate any appropriate documentation, make a final decision, and notify the student in writing within two weeks.

If students are not satisfied with the Director's action, students can write to:

**Louisiana Board of Regents  
P.O. Box 3677 Baton Rouge Louisiana 70821 -3677**

Student complaints relative to actions of school officials shall be addressed to the Louisiana Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, LA 70821-3677, Phone 225/342-7084, only after the student has unsuccessfully attempted to resolve the matter with the school after having first filed a written and signed complaint with the school's officials.



## **Grievance Form**

Student's Name:

Date:

Address:

Phone:

Type of Complaint:

- Grading
- Classroom atmosphere
- Administration Issue
- Course Requirements
- Advising Process
- Other Matter

Write your complaint below. Please make sure to include any relevant date, time, location, etc. You may attach additional pages if needed.