

Hotel & Restaurant Training Services Catalog



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“Licensed by the Commission for Independent Education”
Florida Department of Education
Additional information regarding this institution
may be obtained by contacting the Commission

at

325 W. Gaines Street
Suite 1414, Tallahassee, Florida 32399
1-888-224-6684

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Training Philosophy

Hotel & Restaurant Training Services believes that great training is a life long process and that personal and professional growth comes through knowledge and training.

Our mission is to train and equip students/employees with the knowledge and skills that will enable them to not just keep employed but will enable them to secure a better future within the organization and earn more money. We realize that in the final analysis the employee's motivation can be the most critical ingredient in building a career. Therefore, if the student/employee will bring the willingness and desire to learn, we at the Hotel & Restaurant Training Services stand ready to fulfill our part of the training partnership.

Ownership

Hospitality Training Centers, LLC
d/b/a Hotel & Restaurant Training Services
3195 Tamiami Trail Suite 204
Port Charlotte, Florida 33952

Administrative Staff & Faculty

Managing

Member.....Linda Delegal

Executive Director.....Roy Briggs

Roy Briggs. FSP. Cert Ed. University of Huddersfield (Formerly Polytechnic) NVQ L 4. Training and Development (Further Education and Adult Teachers)C & G. Cordon Vert

All catalogs are available to the students at any time prior to commencing training. They are located at the Receptionist Desk.

Facilities and Equipment

The School occupies at least 2200 square feet. Each school has a classroom set up with multimedia capabilities for training. There also are setups for hands on training, to include beds and a walk in bathroom to demonstrate housekeeping, stainless steel table for chopping and cutting, and banquet tables to demonstrate table setting. Each classroom will allow for a maximum of eighteen (18) students that will allow for personalized instruction which is important for training in the hospitality industry.

Admissions Requirements

All applicants must be 18 years old and have a high school diploma or GED. Previous knowledge in the hospitality industry is not necessary, although a pleasant personality is a plus. After each applicant's review by the Director the applicant will be notified as to their acceptance. Once the student has been accepted they will be subject to the school's refund and cancellation policy.

NO CREDIT WILL BE GIVEN FOR PREVIOUS TRAINING.

Transfer of Credit

The determination of transferability of credits from Hotel & Restaurant Training Services to another educational institution is made at the discretion of the receiving institution **AND MAY NOT BE TRANSFERABLE.**

Counseling

An instructor is available to all students who seek counseling concerning placement, hands-on-instruction, and academic issues.

Class Schedule

Full Time: 40 clock hours over the course of two (2) consecutive weeks and 140 clock hours over the course of seven (7) consecutive weeks.

Monday through Friday classes are held at the times listed below:

8:00 am to 12:00 pm or 9:00 am to 1:00 pm

Or

1:00 pm to 5:00 pm or 2:00 pm to 6:00 pm

Or

6:00 pm to 10:00 pm

Weekends are also available: 40 clock hours over the course of five (5) consecutive days.

Saturday & Sunday

8:00 am – 5:00 pm

One week course may be available from 8:00 am to 5:00 pm Monday thru Friday. Private lessons may be set at the discretion of the Instructor.

Enrollment is scheduled during regular operating hours and is by appointment only. The training center reserves the right to revise the time and order of programs offered.

Satisfactory Academic Progress

Students will be graded on a daily basis, based on the following grade schedule:

100 – 93	=	A
85 - 92	=	B
75 - 84	=	C
70 - 74	=	D
Below 70	=	F

Anyone receiving a grade below 70 will fail the class and be required to retake the class within a 30 day period. A permanent record will be kept for each student at the school and will be made available to the student per their request. Every student will be issued a “Diploma” based upon a satisfactory completion of the program requirements.

Student Services

Academic advising is available through both the Resource Office and the instructor. Tutoring assistance is continuously available to all students requesting such aid. Regular class attendance is a prerequisite for such tutoring. One of the most important services we offer is that of Career Services assistance, which is available at no additional cost to all students and graduates. While no school can guarantee a job after graduation, everything possible is done to assist new graduates in securing a career position. Students are taught through a self-directed career search plan on the proper method of marketing their newly learned skills to a potential employer. In addition, personal interviews will be arranged between the student and potential employers. We will also assist new graduates with resume writing, interview techniques, personal appearance and attire and the importance of the first contact with the company.

Attendance and Conduct

All students are expected to be on time. Students must notify the instructor in advance of all intended absences. Classes that are missed must be made up and passed with a satisfactory grade in order to complete the program. All arrangements to make up the classes will be made by the instructor as to the time and date of the make-up class.

The following applies to student absences:

Any two (2) unexcused absences will result in dismissal. Any two (2) tardies in excess of fifteen minutes (15) will equal one absence.

Students have the right to appeal by applying in writing to the school's director, within twenty four hours (24) of notification of their dismissal. The Executive Director shall review the dismissal. If the review is satisfactory, the student must make up all class hours or begin a new class at the next available session. There will be no additional cost to the student. All conduct must be professional. Any misconduct, poor work habits or poor attendance will result in the student's dismissal.

Appearance

All students are required to be neat in appearance. All students must possess a hospitable attitude at all times, dress professionally and act accordingly. We reserve the right to dismiss any student whose conduct does not conform to our schools' standards.

The dress code is as follows: all students are required to wear smart attire such as khaki pants with a collared shirt. No hats, bandanas are allowed. Closed toed shoes must be worn.

Leave of Absence

Under unusual circumstances, an occasion could occur where it temporarily might not be possible for a student to remain in school. In such a rare instance, a leave of absence may be requested. The leave of absence must be in writing and signed by appropriate officials prior to commencement of the leave of absence. A leave of absence may not be longer than 180 days. A student may not exceed 180 cumulative days in a 12 month period. The 12 month period begins on the first day of the student's initial leave of absence.

Resolving Complaints

All disputes should be discussed with the school's administrator. Hotel & Restaurant Training Services will make every effort to resolve these disputes in a reasonable and timely fashion. If the Executive Director and the student cannot reach a reasonable solution, the student may direct their grievance to the:

Commission for Independent Education
325 West Gaines Street Suite #1414
Tallahassee, Fl. 32399
850-245-3200
Toll Free: 1-888-224-6684

Repetition of Subject

A student must average 70% or better on their written and practical final tests in our school. In case of a student failing they will be given eight hours of class time to prepare to retake the final exam. Any student terminated for unsatisfactory progress will not be accepted for re-enrollment.

Housing is not provided by Hotel & Restaurant Training Services.

Refund and Cancellation Policy

Should a student's enrollment be terminated or cancelled for any reason:

ALL REFUNDS WILL BE MADE ACCORDING TO THE FOLLOWING REFUND SCHEDULE

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee (not to exceed \$150.00)
4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing 40% of the program will result in no refund.
6. Termination Date: When calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice was received.
7. Refunds will be made within 30 days of termination of the student's enrollment of receipt of a Cancellation Notice from the student.

Non-Refundable Fees Are: Registration Fee \$100.00 & Training Book Fee of \$150.00

Cancellation of the Program

In the event that Hotel & Restaurant Training Services must cancel classes, all current students and enrolled students for future classes will receive a full refund of all money paid.

Termination

Misconduct, unsatisfactory work progress and/or poor attendance will be grounds for termination by the school as stated previously.

Placement Assistance

While we cannot guarantee placement, we will provide students with assistance in finding employment. Placement assistance is available upon satisfactory completion of the course.

Holidays

There will be no classes taught on the following holidays:

New Year's Eve
Memorial Day
Labor Day
Christmas Eve

New Year's Day
Independence Day
Thanksgiving Day
Christmas Day

Any classes that are scheduled to start on a Holiday will begin the following day. Classes missed due to holidays will be made up at a designated time by the Instructor/Trainer.

Educational Objective

Our programs are set up to teach you the basic operating procedures in housekeeping, restaurant serving, banquet serving, foodservice technician and front desk representative.

In accordance with the Training Philosophy, we at Hotel & Restaurant Training Centers believe in the following objectives:

- Motivate, train, and develop all students to their maximum potential.
- Offer dedicated qualified, enthusiastic instructors that provide the tools that will enhance each student's success in the programs and in their field of work.
- Establish high standards of training in order to maintain satisfaction among the business community that helps the training center's graduates.

*****Course Numbering System:**

Purpose: To identify the prefix of numbers that students are enrolled in. These numbers are for internal purposes only.

TRAINING PROGRAMS

*****All course numbers are for internal use only.**

~ Guestroom Attendant Training Outline ~ ~ 40 Clock Hours-Diploma Program ~

Program Objective: To provide training for employees /students of hotels/motels/inns in the area of Rooms Division as a Guestroom Attendant/Houseman so that the employee can become certified in there area of expertise.

Program Description: The Guestroom Attendant/Houseman will learn about property specific and general employee information and certification in topics such as blood borne pathogens, lodging & safety, the Americans with Disabilities Act as well as department specific information such as: OSHA regulations, MSDS/chemical care, deep cleaning assignments, guest room situations, and the hands on of making beds and cleaning the bathrooms.

Course Breakdown for: Guestroom Attendant DO100-Department Orientation (4 hours)

Includes topics for quality guest services, blood borne pathogens, personal appearance, emergency situations, lost & found, recycling procedures, safe work habits, manager on duty, your property's fact sheet, employee policies and The Americans with Disabilities Act.

HK200-Housekeeping Knowledge (4 hours)

Includes topics for working as a team with coworkers and other departments, telephone courtesy, security, housekeeping keys, OSHA regulations, using cleaning supplies correctly and safely, maintenance needs, special requirements, and housekeeping inventories.

RAK300-Room Attendant Knowledge (4 hours)

Includes topics: What is a Room Attendant? superior performance standards, tip sharing, unusual guestroom situations, deep cleaning assignments, room status codes

HC400-Hospitality Communication (4 hours)

Includes topics: communications, effective communication styles, formal and informal lines of communication, active listening, and effective speaking.

JBGA100-Job Breakdowns (4 Hours)

Includes: details on all tasks for the guestroom attendant and how to carry those tasks out.

RAH100-Room Attendant Hands-On (20 hours)

For 20 hours the employees/students will have to actually do each of their tasks many times until each task have been done satisfactorily.

~ Restaurant Server Training Outline ~
~ 40 Clock Hours-Diploma Program ~

Program Objective: To provide training for entry level employees of hotels and restaurants in the (food & beverage departments) as a Restaurant Server so that employees can become certified in their area of expertise.

Program Description: The Restaurant Server will learn about property-specific and general employee information and certification in topics such as blood borne pathogens, lodging and safety, The Americans Disabilities Act as well as department specific information such as: food handling, food service for al a carte servers, responsible service of alcohol, communication in the hospitality industry and food allergies.

Course Breakdown for: Restaurant Server

DO100-Department Orientation (4 hours)

Includes topics: for quality guest services, blood borne pathogens, personal appearance, emergency situations, lost & found, recycling procedures, safe work habits, manager on duty, your property's fact sheet, employee policies and The Americans with Disabilities Act.

FHFB100-Front of the House: Food & Beverage Level #1

(4 hours)

Includes topics: Security, kitchen safety, alcoholic beverage terms, house brands and call brands, basic food preparation terms and timing, and OSHA regulations.

RSK-200-Restaurant Server Knowledge: Level #1 (4 hours)

Includes topics: What is a Restaurant Server?, working as a team with co-workers and other departments, superior performance standards, side work checklist, glassware types and uses, food and beverage equipment terms, linen and napkin folding, suggestive selling and up-selling, silverware, standard table set-up specifications, tableside presentation, standard drink ingredients and garnishes, par stock system

RSK-201-Restaurant Server Knowledge: Level #2 (4 hours)

Includes topics: The restaurant reservation system, restaurant menus, correct plate presentation and garnishes, and sanitation, prepare tray service, take reservations, and greet and seat guests.

JBR100-Job Breakdowns (4 hours)

Includes: Details on all tasks for the restaurant server and how to carry those tasks out.

RSHO100-Restaurant Server Hands-On (20 hours)

For 20 hours the employees/students will have to actually do each of their tasks many times until each task have been done satisfactorily.

~ Banquet Server Training Outline ~

~ 40 Clock Hours-Diploma Program ~

Program Objective: To provide training for entry level employees of hotels & restaurants in the (Food & Beverage Department) as a Banquet Server so that the employee can become certified in their area of expertise.

Program Description: The Banquet Server will learn about property-specific and general employee information and certification in topics such as blood borne pathogens, lodging & safety, the Americans with Disabilities Act as well as department specific information such as: food handling, food service for banquet servers with banquet set-up, responsible service of alcohol, communication in the hospitality industry and food allergies.

Course Breakdown for: Banquet Server

DO100-Department Orientation (4 hours)

Includes topics: for quality guest services, blood borne pathogens, personal appearance, emergency situations, lost & found, recycling procedures, safe work habits, manager on duty, your property's fact sheet, employee policies and The Americans with Disabilities Act.

FHFB100-Front of the House: Food & Beverage Level #1 (4 hours)

Includes topics: Security, kitchen safety, house brands and call brands, basic food preparation terms and timing, and OSHA regulations and general banquet server knowledge.

BSK200-Banquet Server Knowledge: Level #1

(4 hours)

Includes topics: What is a Banquet Server?, working as a team with co-workers and other departments, superior performance standards, banquet event orders, linen and napkin folding and place setting arrangements, wine service, basic food preparation terms and timing, correct plate presentation and garnishes.

BSK201-Banquet Server Knowledge: Level #2

(4 hours)

Includes topics: specialized menus for banquets, CARE-responsible service of alcohol, food handling and safety, and Health Department regulations, and proper tray service.

JBBS100-Job Breakdowns

(4 hours)

Includes: Details on all tasks for the banquet server and how to carry those tasks out.

BSHO100-Banquet Server Hands-On

(20 hours)

For 20 hours the employees/students will have to actually do each of their tasks many times until each task have been done satisfactorily.

~ Foodservice Technician Training Outline ~

~ 40 Clock Hours-Diploma Program ~

Program Objective: To provide training for employees of restaurants & hotels in the area of food services as a Food Service Technician so that the employee can become certified in their area of expertise.

Program Description: The Food Service Technician will learn about property-specific and general employee information and certification in topics such as: blood borne pathogens, lodging & safety, the Americans with Disabilities Act as well as a department specific information such as security, sanitation, kitchen safety, kitchen equipment, and food preparation.

Course Breakdown for: Foodservice Technician

DO100-Department Orientation (4 hours)

Includes topics: for quality guest services, blood borne pathogens, personal appearance, emergency situations, lost & found, recycling procedures, safe work habits, manager on duty, your property's fact sheet, employee policies and The Americans with Disabilities Act.

FS100 Food Service Level #1 (4 hours)

Includes topics: What is a Food Service Technician?, working as a team with co-workers and other departments, superior performance standards, kitchen safety, security, food handling and sanitation, Health Department regulations, kitchen equipment small-wares and OSHA regulations.

FS101-Food Service Level # 2**(4 hours)**

Includes topics: Special Cleaning Requirements, maintenance needs, large equipment operation, food preparation and garde manager, basic knife skills, plating and presentation.

JBFS100-Job Breakdowns**(4 hours)**

Includes: Details on all tasks for the food service technician and how to carry those tasks out.

HC400-Hospitality Communication**(4 hours)**

Includes topics: communications, effective communication styles, formal and informal lines of communication, active listening, and effective speaking.

FSHA100-Food Service Technician Hands-On (20 hours)

For 20 hours the employees/students will have to actually do each of their tasks many times until each task have been done satisfactorily.

**~ Front Desk Representative Training
Outline ~
~ 40 Clock Hours-Diploma Program ~**

Program Objective: To provide training or entry-level employees of hotels & restaurants in the (Rooms Division) as a Front Desk Representative so that the employee can become certified in their area of expertise.

Program Description: The Front Desk Representative will learn about property specific and general employee information and certification in topics such as: blood borne pathogens, lodging & safety, the Americans with Disabilities Act as well as department specific information such as: front desk computer systems, room rate terms, telephone courtesy, guestroom types and guestroom security.

**Course Breakdown for: Front Desk Representative
DO100-Department Orientation (4 hours)**

Includes topics: for quality guest services, blood borne pathogens, personal appearance, emergency situations, lost & found, recycling procedures, safe work habits, manager on duty, your property's fact sheet, employee policies and The Americans with Disabilities Act.

FOK100-Front Office Knowledge Level #1 (4 hours)

Includes topics: telephone courtesy, security, guestroom types, location of guestrooms and property facilities, maintenance needs, property policies, your community, What is a Front Desk Representative?, working as a team with co-workers and other departments.

FOK101-Front Office Knowledge Level #2 (4 hours)

Includes topics: target markets, the telephone system, room inventory, occupancy terms, room rate terms, the reservation system for the front desk, check in and check out guests including cash transactions.

FD200-Front Desk (4 hours)

Includes topics: giving directions, transportation, OSHA regulations, dealing with guests, room status terms, types of reservations, par stock system.

JBFO100-Job Breakdowns (4 hours)

Includes: Details on all tasks for the front desk representative and how to carry those tasks out.

FDHO100-Front Desk Representative Hands-On (20 hours)

For 20 hours the employees/students will have to actually do each of their tasks many times until each task have been done satisfactorily.

**~First Line Supervisor for
Food Preparation & Serving Workers ~
~ 140 Clock Hours-Diploma Program ~**

Program Objective: This course is designed to further the careers of hotel & restaurant employees possessing two years experience in the Food & Beverage department by giving them the skills and knowledge to become supervisors.

Program Description: The individual will learn about all aspects of supervision within the hospitality industry in the Food & Beverage Department including Time Management, Handling Conflict and Team Work & Motivation.

Course Breakdown for: First Line Supervisor for Food Preparation & Serving Workers.

SSB101- Supervisory Skill Builders (100 hours)

Includes topics: You as a Supervisor, Leadership, Time Management, Staffing & Scheduling, Motivation & Team Building, Handling Problems & Conflicts, Conducting Orientation and Training, Improving Employee Performance, Improving Communication and various case studies dealing with supervision.

JSW101-Job Search Workshop (40 hours)

Includes topics: How to look for a job, resume building, interviewing techniques, mock interviewing, Professional appearance, Where to look for that job.

Training Program Pricing- 40 Hour Programs

Program Price:	\$645.00
Registration Fee:	\$100.00
Training Book Fee:	<u>\$150.00</u>
Total Program Cost:	\$895.00

Cost must be paid in full before starting any classes.

Hotel and Restaurant Training Services operates on a seven day workweek.

Training Program Pricing-140 Hour Program

Program Price:	\$1960.00
Registration Fee:	\$ 100.00
Training Book Fee/Supplies	<u>\$ 300.00</u>
Total Program Cost:	\$2360.00

Cost must be paid in full before starting any class.

Hotel & Restaurant Training Services operates on a seven day workweek.