

John A. Lambert Hospitality Training Program

BLOOM

BUSINESS
EMPOWERMENT
CENTER

Pathways

TO PROSPERITY

York County's
Workforce Action Plan



Join us this summer for **FREE** classes taught by industry professionals utilizing the American Hotel & Lodging Educational Institute's Guest Service Gold and START for individual positions training programs

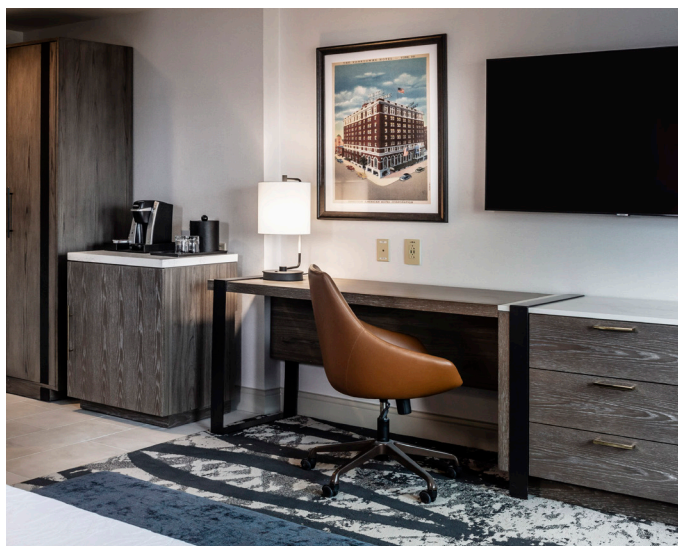
Attend a class and pass the exam for an AHLEI certificate!

Here's what you'll learn by participating in the trainings!

Guest Service Gold Credential Competencies

Saturday, September 17;
Saturday, September 24

- Develop and implement communication tools for increased effectiveness when providing individual guest service experiences to a diverse group of guests.
- Apply steps to deliver exceptional quality guest service with each and every guest interaction.



Maintenance Employee Learning Objectives

Wednesday, September 14;
Wednesday, September 21

- Summarize how to prepare tools for maintenance work, and list some of the more common tools a maintenance employee might use on the job.
- Discuss the importance of OSHA (or local safety regulatory agencies) and personal protective equipment.

Guestroom Attendant Learning Objectives

Tuesday, September 13;
Tuesday, September 20

- Discuss the role of the guestroom attendants in keeping guest's belongings and the property secure.
- Review the types of guest amenities and cleaning supplies guestroom attendants use on the job.

Front Desk Representative Learning Objectives

Monday, September 12;
Tuesday, September 27

- Describe the purpose and tasks of a front desk representative and identify the various equipment and systems that front desk representatives use in the course of performing their duties as well as be able to identify and define some of the basic room inventory, status, rate terms, and reservations.
- Discuss the various steps and tasks front desk representatives perform during the pre-arrival stage, the check-in process, the occupancy stage, and the check-out process.

Kitchen Cook Learning Objectives

Thursday, September 15;
Thursday, September 22

- List basic kitchen safety guidelines and sanitation regulations that kitchen cooks must follow, including keeping foods out of the temperature danger zone.
- Identify and explain how to use basic kitchen tools and equipment, including to differentiate between different kinds of knives and describe how to care for them properly.
- Discuss ways to handle special guest situations, including special requests, substitutions, and complaints.

Restaurant Server Learning Objectives

Monday, September 19;
Tuesday, September 27

- Discuss sanitation regulations restaurant servers must follow, including keeping foods out of the temperature danger zone.
- List and define some of the basic terms for food preparations and timing, as well as common food and beverage equipment.
- Explain how to serve beverages, serve a meal, and check back to the table.



Register at:
bit.ly/3Aaq2cE



This program made possible with support from:



Questions? Contact Marlena (mschugt@yceapa.org)
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