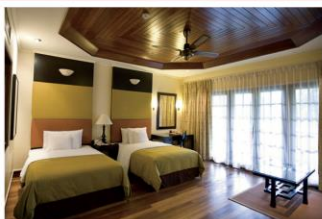




# First Class Service

# WELCOME TO THE WORLD OF HOSPITALITY & ENTREPRENEURSHIP

Hill Food Service Consulting, Inc workforce programs offers hospitality sector trainings, job placement opportunities, information on innovative technologies and industry standards, and the skills necessary for the contemporary workplace.



**Hill Food Service**  
CONSULTING

2017-2019

# IBHE/WIOA Approved Programs

Hospitality And Service Industry  
Food Service Manager  
Lodging Manager

Retail Supervisor  
Event Planning and Catering  
Professional Restaurant Manager

The Hill Food Service Consulting (HFC) Hospitality and Entrepreneurship Training Center Inc. strives to offer a large and varied selection of education and training opportunities in the hospitality and entrepreneurship industries. You will receive the highest level of relevant educational curriculum conducted by highly trained academic and industry qualified faculty and instructors.

**HFC'S MOBILE TRAINING SOLUTIONS WILL COME TO  
YOUR FACILITY TO TRAIN!  
PLEASE CONTACT US FOR DETAILS.  
CALL (773) 304-4058**

## Services

**Hill Foodservice Consulting** specializes in hospitality business and entrepreneurship training and licensing. The company's primary focus is to provide educational solutions that promote career growth and entrepreneurial opportunities through intensive management training and professional industry credentialing. We also offer operational consulting to improve efficiency in ordering, labor utilization and increased profitability.

**The goal of the company** is to "provide individuals and businesses with hospitality training solutions that make learning to make money and manage your business both successful and fun. If you don't like school, then HFC is for you. "We do not teach classes, we conduct business meetings."

**Hill Foodservice Consulting** also conducts operational evaluations to improve efficiency and cost containment for hospitals, nursing homes, schools and small food related businesses.

**All training seminars** yield professional industry certification credentials and are accredited and sanctioned by several agencies such as the City of Chicago, the State of Illinois, American Hotel and Lodging Association Educational Institute, National Restaurant Association Educational Foundation, American Red Cross and the National Retail Federation. HFC's staff and associates are all licensed instructors under several of these agencies.

**Hill Foodservice Consulting** will come to your facility to conduct seminars or provide facilities per client request.

**Motivational Speaking** – Dr. Hill has spoken all over the country to high school, college and adult learners. His speaking motivates, inspires and changes the context of learning to encourage all learners to reach for new heights. With credo such as "There is no such thing as school, it is a business. Your book bag is a brief case, and you have a job.

That job is to gain as much information during your business meetings as you possibly can in order to have the life that you desire and deserve. How bad do you want it?" Headlines Dr. Hill's approach of inspiration, motivation, professional industry certification to allow HFC scholars to make a tremendous impact in life and reach their career destination.

**Professionalism Training Seminars**, "the art of access to today's business industry."







## Hospitality Training and Placement

Our training programs are successful because they are conducted by experienced dynamically creative and innovative instructors using specific learning methodologies and techniques.

**Our methodology of training ensures comprehension and understanding of program materials.**

Hill Foodservice Consulting has a career services department exclusively dedicated to placing individuals in permanent jobs throughout the hospitality industry.

HFC continues to be a leader in contextualized training solutions that turn 'book bags into briefcases' and appeal to individuals who embrace alternative learning and teaching styles and seek opportunities to gain transferable skills and long-term employment.

Accordingly, whether its hospitality, retail customer service, healthcare or entrepreneurship you seek, HFC can help you reach your goals and desired outcomes.

By becoming one of our scholars, you can take the first step towards reaching your goals now! We'll see you in your meeting.

## Customized Training

Customized training allows agencies to create their own training program best suited for their organization. At HFC we call them "Training Cocktails", mix and match professional industry certification and training that works for you. Contact HFC for more information and costs associated with customized training solutions. You may choose any number or certification programs from the Accredited Certifications listed in the catalog. HFC also provides training in the areas of Job readiness, diversity and many other professional areas.

## WHY CHOOSE HFC?

Over 12,000 scholars certified to date

Assisted many of our scholars in the pursuit of gainful employment in the Hospitality, Retail and Service industries

Inclusive of over 27 different nationally recognized certifications and licenses

HFC not only trains but places people in permanent jobs

## CONTACT INFO

### Corporate Office

1016 W. Jackson Blvd.  
Chicago, IL 60607  
Phone: (773) 304-4058  
Fax: (773) 382-2800

### Hospitality Training Center

180 N. Wabash Ave., Suite 410,  
Chicago, IL 60601  
Phone: (312) 585-3971

Email: [info@hillfoodserviceconsulting.com](mailto:info@hillfoodserviceconsulting.com)  
Website: [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)

## FACULTY INFORMATION

### Dr. Brian J. Hill

- 30 years experience in the Hospitality Industry
- 15 years experience as a College Professor of Business/Hospitality
- Earned Doctorate of Adult and Continuing Education
- Associates Degree Culinary Arts
- Bachelors Degree Hospitality
- Masters Degree Hospitality and Tourism Management
- Certified Hotel Administrator
- Certified Food Service Management Professional
- Certified Meeting Professional
- Certified Hospitality Educator
- State of Illinois Basset Alcohol Awareness Instructor
- State of Illinois/City of Chicago/National Restaurant Association Food Safety Instructor
- National Retail Federation Instructor
- American Hotel and Lodging Educational Foundation Instructor

### Nicole Smith

- 20 years of experience in Business and Education
- 10 years experience as a College Professor of Accounting
- Bachelors in Business information and Technology and Accounting
- Master of Business Administration
- Certification in Business Fraud Examination and Project Management

# Hospitality Courses

**Hill Foodservice Consulting specializes in Hospitality Industry Training and Professional Industry Certification Solutions, inclusive of over 27 different nationally and internationally recognized certifications and licenses.**

## Accredited Certifications include:

**State of Illinois Food Service Sanitation License Classes and Examination Administration.**

(Illinois Department of Public Health)

**ServSafe Food Service Manager Sanitation Certification Classes and Examination Administration.**

(National Restaurant Association Educational Foundation)

**City of Chicago Food Service Sanitation License Classes and Examination Administration.**

(City of Chicago Department of Public Health)

**Servsafe Alcohol and Illinois Basset Certification Classes and Examination Administration.**

(National Restaurant Association Education Foundation)

**ManageFirst Food Service Customer Service Certification.**

(National Restaurant Education Foundation)

**ManageFirst Food Service Purchasing.**

(National Restaurant Education Foundation)

**ManageFirst Human Resource Management and Supervision.**

(National Restaurant Education Foundation)

**ManageFirst Food and Beverages Management (cost control).**

(National Restaurant Education Foundation)

*\*NRA ManageFirst courses - ServSafe Sanitation, ServSafe Alcohol/Basset and Customer Service may be offered as individual certification course offerings. Other ManageFirst courses are only offered as part of the 5 week programs in Illinois.*



# Hospitality Courses

Hill Foodservice Consulting specializes in Hospitality Industry Training and Professional Industry Certification Solutions, inclusive of over 27 different nationally and internationally recognized certifications and licenses.

## Accredited Certifications include:

**ManageFirst Food Production.**  
(National Restaurant Education Foundation)

**ManageFirst Menu Marketing and Management.**  
(National Restaurant Education Foundation)

**ManageFirst Restaurant Marketing.**  
(National Restaurant Education Foundation)

**ManageFirst Bar and Beverage Management.**  
(National Restaurant Education Foundation)

**ManageFirst Hospitality and Restaurant Management.**  
(National Restaurant Education Foundation)

**ManageFirst Nutrition.**  
(National Restaurant Education Foundation)

**Retail Customer Service Certification**  
(National Retail Federation)

\*NRA ManageFirst courses - ServSafe Sanitation, ServSafe Alcohol/Basset and Customer Service may be offered as individual certification course offerings. Other ManageFirst courses are only offered as part of the 5 week programs in Illinois.



# Hospitality Long Programs

## WIOA Approved

All WIOA programs are \$5000 per participant.

### Hospitality And Service Industry

5 week program  
(WIOA Approved 1008672)

#### **This is what participants get in this program: 10 Certifications**

- City of Chicago Sanitation License
- State of Illinois Sanitation License
- National ServSafe Sanitation License
- NRF or NRA Customer Service Certification
- American Hotel and Lodging Entry Level Uniform Services Certification
- American Heart Association CPR Certification
- First Aid Certification
- Blood Pathogen Certification
- National Restaurant Association ServSafe Alcohol Certification
- State of Illinois Basset Alcohol Certification

### Food Service Manager

5 week program  
(WIOA Approved 1008673)

#### **This is what participants get in this program: 7 Certifications**

- City of Chicago Sanitation License
- State of Illinois Sanitation License
- National ServSafe Sanitation License
- ManageFirst Customer Service Certification
- Human Resource Management Supervision Certification
- National ServSafe Alcohol/Illinois Basset Certification
- Controlling Foodservice Costs Certification

### Event Planning And Catering

5 week program  
(WIOA Approved 1008671)

#### **This is what participants get in this program: 6 Certifications**

- City of Chicago Sanitation License
- State of Illinois Sanitation License
- National ServSafe Sanitation License
- NRA Customer Service Certification
- Food and Beverage Cost Control
- National ServSafe Alcohol/Illinois Basset

For more information call our office at (773) 304-4058 or email us at [info@hillfoodserviceconsulting.com](mailto:info@hillfoodserviceconsulting.com)  
or visit our website at [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)





# Hospitality Long Programs

## WIOA Approved

All WIOA programs are \$5000 per participant.

### Lodging Manager

5 week program  
(WIOA Approved 1008674)

**This is what participants get in this program: 8 Certifications**

- City of Chicago Sanitation License
- State of Illinois Sanitation License
- National ServSafe Sanitation License
- NRA Customer Service Certification
- American Hotel and Lodging Entry Level Uniform Services Certification
- NRA Human Resource Management
- CPR First Responders

### Retail Supervisor

5 week program  
(WIOA Approved 1008677)

**This is what participants get in this program: 3 Certifications**

- NRF Retail Customer Service
- NRF Retail Sales
- Human Resources Management

### Professional Bookkeeper Certification

5 week program  
(WIOA Approved 520302)

**This is what participants get in this program**

- Professional Bookkeeper Certification
- QuickBooks Certification

### Professional Restaurant Manager

5 week program  
(WIOA Approved 1008678)

**This is what participants get in this program: 8 Certifications**

- City of Chicago Sanitation License
- State of Illinois Sanitation License
- National ServSafe Sanitation License
- NRA Customer Service Certification
- Hospitality and Restaurant Management
- National ServSafe Alcohol/Illinois Basset
- Inventory and Purchasing
- Food and Beverage Cost Control

See website for complete course descriptions.

For more information call our office at (773) 304-4058 or email us at [info@hillfoodserviceconsulting.com](mailto:info@hillfoodserviceconsulting.com) or visit our website at [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)

# Course Descriptions

## **HOSPITALITY AND SERVICE INDUSTRY (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – 35-1012 WIOA # 1008672**

The HSI program prepares students for employment in three sectors of the hospitality industry. They are Food Service, Customer Service and Hotel Uniform Services. The program is inclusive of professional industry certifications (3) in food service sanitation from the City of Chicago, State of Illinois and the National Restaurant Association. Professional Customer Service Certification from the National Restaurant Association. Hotel Uniform Services Certification from the American Hotel and Lodging Educational Institute, Alcohol Awareness and Illinois Basset Certification and First Aid, and CPR Certifications from the American Red Cross. The HSI program also includes comprehensive professionalism training and employment placement assistance. Students who complete this program will be able to apply the skills and credentials to diverse sectors of the hospitality and service industries. **This program meets four days per week for four hours per day. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours.**

### **HSI MODULES:**

#### **10 Class Hours Food Service Sanitation Training inclusive of:**

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food: An Introduction
- The Flow of Food Preparation
- The Flow of Food Service
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing
- National ServSafe Food Safety Certification Examination

#### **5 Class Hours Alcohol Awareness Training**

- Alcohol Law and Your Responsibilities
- Recognizing and Preventing Intoxication
- Checking Identification
- Handling Difficult Situations
- Certification Examination ServSafe Alcohol/Illinois Basset

#### **15 Class Hours Professional Customer Service**

- The importance of Customer Service to Your Business
- Basic Concepts for High-Quality Customer Service
- Identifying Customer Expectations
- Ensuring Consistent Service Value
- How Customer Service begins with Self
- National Customer Service Certification Examination

#### **20 Class Hours Skills Tasks and Results Training for Hotels**

- Section One : Rooms Division
- Front Desk Representative
- Reservationist
- PBS Operator
- Bell Attendant
- Guestroom Attendant
- Public Space Cleaner
- Section Two: Food and Beverage Division
- Restaurant Server
- Banquet Setup Employee
- Banquet Server
- Bus Person
- National Hotel Certification Examination

#### **20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week.

#### **20 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for sustainability and promotion

#### **10 Class Hours CPR Training**

- Part I – First Aid Basics
- Part II – Medical Emergencies
- Part III – Injury Emergencies
- Part IV – Environmental Emergencies
- Part V – CPR and AED
- Part VI – Summary of CPR and AED for Adults, Children and Infant



# Course Descriptions

## **PROFESSIONAL RESTAURANT MANAGEMENT (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – Nov-51 WIOA # 1008678**

The PRM program prepares students for employment in restaurant management. Program participants will gain Professional Industry Certification in the areas of food service sanitation (3) from the City of Chicago, State of Illinois and the National Restaurant Association. Participants will also gain certification in the areas of Customer Service, Hospitality and Restaurant Management, ServSafe Alcohol/Illinois Basset, Inventory and Purchasing and Food and Beverage Cost Control inclusive of P&L Management. Students who complete this program will be able to assume management positions in the Restaurant sector of the Hospitality Industry. The PRM program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours.**

### **PRM MODULES:**

#### **10 Class Hours Food Service Sanitation Training inclusive of:**

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food: An Introduction
- The Flow of Food Preparation
- The Flow of Food Service
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing
- National ServSafe Food Safety Certification Examination

#### **5 Class Hours Alcohol Awareness Training**

- Alcohol Law and Your Responsibilities
- Recognizing and Preventing Intoxication
- Checking Identification
- Handling Difficult Situations
- Certification Examination ServSafe Alcohol/Illinois Basset

#### **15 Class Hours Professional Customer Service**

- The importance of Customer Service to Your Business
- Basic Concepts for High-Quality Customer Service
- Identifying Customer Expectations
- Ensuring Consistent Service Value
- How Customer Service begins with Self
- National Customer Service Certification Examination

#### **15 Class Hours Inventory and Purchasing**

- Introduction to Purchasing
- Quality Requirements
- Purchase Quantity Requirements
- Selecting Vendors
- Ordering Products: Pricing Decisions
- Ordering Products: Use Effective Procedures
- Purchasing Ethics and Vendor Relations
- Purchasing Follow-up
- National Certification Examination

#### **15 Class Hours Food and Beverage Cost Control**

- The Importance of Cost Control in Restaurants
- Restaurant Forecasting and Budgeting
- Calculating Food Costs
- Determining Menu Prices
- Controlling Food Costs in Purchasing
- Controlling Food Costs in Receiving, Storage, and Issuing
- Controlling Food Costs During Production
- Controlling Labor and Other Restaurant Costs
- Managing Buffets, Banquets, and Catered Events
- Projecting Restaurant Revenue
- National Certification Examination

#### **20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week.

#### **20 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for sustainability and promotion

# Course Descriptions

**EVENT PLANNING AND CATERING (5 WEEKS, 6 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – Nov-51 WIOA# 1008671**

The EPC program prepares students for employment in Event Management. Program participants will gain Professional Industry Certification in the areas of Food Service Sanitation (3) from the City of Chicago, State of Illinois and the National Restaurant Association. Participants will also gain certification in the areas of Customer Service, ServSafe Alcohol/Illinois Basset, Inventory and Purchasing and Food and Beverage Cost Control inclusive of P&L Management. Students who complete this program will be able to assume management positions in the restaurant sector of the Hospitality Industry. The EPC program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours. \*For Event Planning and Catering this may include lectures and demonstrations on catering management inclusive of operations tours of catering facilities.**

## **EPC MODULES:**

### **10 Class Hours Food Service Sanitation Training inclusive of:**

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food: An Introduction
- The Flow of Food Preparation
- The Flow of Food Service
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing
- National ServSafe Food Safety Certification Examination

### **5 Class Hours Alcohol Awareness Training**

- Alcohol Law and Your Responsibilities
- Recognizing and Preventing Intoxication
- Checking Identification
- Handling Difficult Situations
- Certification Examination ServSafe Alcohol/Illinois Basset

### **15 Class Hours Professional Customer Service**

- The importance of Customer Service to Your Business
- Basic Concepts for High-Quality Customer Service
- Identifying Customer Expectations
- Ensuring Consistent Service Value
- How Customer Service begins with Self
- National Customer Service Certification Examination

### **15 Class Hours Inventory and Purchasing**

- Introduction to Purchasing
- Quality Requirements
- Purchase Quantity Requirements

### **15 Class Hours Inventory and Purchasing cont.**

- Selecting Vendors
- Ordering Products: Pricing Decisions
- Ordering Products: Use Effective Procedures
- Purchasing Ethics and Vendor Relations
- Purchasing Follow-up
- National Certification Examination

### **15 Class Hours Food and Beverage Cost Control**

- The Importance of Cost Control in Restaurants
- Restaurant Forecasting and Budgeting
- Calculating Food Costs
- Determining Menu Prices
- Controlling Food Costs in Purchasing
- Controlling Food Costs in Receiving, Storage, and Issuing
- Controlling Food Costs During Production
- Controlling Labor and Other Restaurant Costs
- Managing Buffets, Banquets, and Catered Events
- Projecting Restaurant Revenue
- National Certification Examination

### **20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week. \*For Event Planning and Catering this may include lectures and demonstrations on catering management inclusive of operations tours of catering facilities.

### **20 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for sustainability and promotion



# Course Descriptions

## **RETAIL SUPERVISOR (5 WEEKS, 3 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000)**

**O\*Net Code – 41-1011 WIOA # 1008677**

The RS program prepares students for employment in Retail Management. Program participants will gain Professional Industry Certification in the areas of Retail Customer Service and Retail Sales from the National Retail Federation and Human Resources from the National Restaurant Association. Students who complete this program will be able to assume management positions in the Retail sector of the Hospitality Industry. The RS program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours.**

### **RS MODULES:**

#### **30 Class Hours Retail Customer Service and Sales**

- Products and services
- Assessing and Meeting Customer Needs
- Preparing for Selling, Gaining Customer Commitment and Closing the Sale
- The Basics of Store Operations and Inventory Control
- The Process of Merchandising
- The importance of Common Employability Skills
- Crafting a Polished Resume
- Professional Certification Examination

#### **30 Class Hours Advanced Customer Service and Sales**

- Preparing for selling
  - Gaining Customer Commitment and Closing a Sale
  - Developing and Implementing Plans for Selling and Follow-up
  - Professional Certification Examination
- \*Students must pass the Retail Customer Service and Sales Examination prior to taking the Advanced Customer Service and Sales Module and Examination.**

#### **15 Class Hours Human Resource Management**

- Food Service Operations are Labor Intensive
- Recruiting the Best Employees
- Employee Orientation and Training
- Foundations of Effective Employee Performance
- Facilitating Employees Work Performance
- Meeting Work Shift Standards
- Employee Professional Development Programs
- Ensuring a Lawful Workplace
- Employee Compensation and Benefits
- Managing a Safe and Healthy Workplace
- National Certification Examination

#### **20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week.

#### **5 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for sustainability and promotion

# Course Descriptions

## **FOOD SERVICE MANAGER (5 WEEKS, 7 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000)** **O\*Net Code – Nov-51 WIOA# 1008673**

The FSM program prepares students for employment in Food Service Management. Program participants will gain Professional Industry Certification in the areas of Food Service Sanitation (3) from the City of Chicago and the National Restaurant Association. Participants will also gain certification in the areas of ServSafe Alcohol/Illinois Basset, Food and Beverage Cost Control inclusive of P&L Management and Human Resources Management. Students who complete this program will be able to assume management positions in the Food Services sector of the Hospitality Industry. The FSM program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours.**

### **FSM MODULES:**

#### **10 Class Hours Food Service Sanitation Training inclusive of:**

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food: An Introduction
- The Flow of Food Preparation
- The Flow of Food Service
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing
- National ServSafe Food Safety Certification Examination

#### **5 Class Hours Alcohol Awareness Training**

- Alcohol Law and Your Responsibilities
- Recognizing and Preventing Intoxication
- Checking Identification
- Handling Difficult Situations
- Certification Examination ServSafe Alcohol/Illinois Basset

#### **15 Class Hours Professional Customer Service**

- The importance of Customer Service to Your Business
- Basic Concepts for High-Quality Customer Service
- Identifying Customer Expectations
- Ensuring Consistent Service Value
- How Customer Service begins with Self
- National Customer Service Certification Examination

#### **15 Class Hours Human Resource Management**

- Food Service Operations are Labor Intensive
- Recruiting the Best Employees
- Employee Orientation and Training
- Foundations of Effective Employee Performance
- Facilitating Employees Work Performance

#### **15 Class Hours Human Resource Management Cont.**

- Meeting Work Shift Standards
- Employee Professional Development Programs
- Ensuring a Lawful Workplace
- Employee Compensation and Benefits
- Managing a Safe and Healthy Workplace
- National Certification Examination

#### **15 Class Hours Food and Beverage Cost Control**

- The Importance of Cost Control in Restaurants
- Restaurant Forecasting and Budgeting
- Calculating Food Costs
- Determining Menu Prices
- Controlling Food Costs in Purchasing
- Controlling Food Costs in Receiving, Storage, and Issuing
- Controlling Food Costs During Production
- Controlling Labor and Other Restaurant Costs
- Managing Buffets, Banquets, and Catered Events
- Projecting Restaurant Revenue
- National Certification Examination

#### **20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week. \*For Event Planning and Catering this may include lectures and demonstrations on catering management inclusive of operations tours of catering facilities.

#### **20 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for Sustainability and Promotion



**LODGING MANAGER (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000 O\*Net Code – 119081 WIOA # 1008674)**

The LM program prepares students for employment in the Lodging sector of the Hospitality Industry. Participants will obtain Professional Industry Certifications in the areas of Customer Service, Hotel Uniform Services and Food Service Sanitation. This program features Certifications (3) in Food Service Sanitation from the City of Chicago, State of Illinois and the National Restaurant Association. One Hotel Uniform Services Certification from the American Hotel and Lodging Educational Institute covering 23 positions and One Certification in Customer Service from the National Restaurant Association. The LM program also includes comprehensive professionalism training and employment placement assistance. Students who complete this program will be able to apply the skills and credentials to the Hotel Lodging sector of the hospitality industry. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours. The fifth day of each week (4 hrs. same as class schedule) is dedicated to Professional Industry exploration and research into the Hospitality Industry. This may be done in the computer lab or on location of student interests. Total contact time is twenty hours per week for a total of one hundred hours.**

**LM MODULES:**

**10 Class Hours Food Service Sanitation Training inclusive of:**

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food: An Introduction
- The Flow of Food Preparation
- The Flow of Food Service
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing
- National ServSafe Food Safety Certification Examination

**15 Class Hours Human Resource Management**

- Food Service Operations are Labor Intensive
- Recruiting the Best Employees
- Employee Orientation and Training
- Foundations of Effective Employee Performance
- Facilitating Employees Work Performance
- Meeting Work Shift Standards
- Employee Professional Development Programs
- Ensuring a Lawful Workplace
- Employee Compensation and Benefits
- Managing a Safe and Healthy Workplace
- National Certification Examination

**15 Class Hours Professional Customer Service**

- The importance of Customer Service to Your Business
- Basic Concepts for High-Quality Customer Service
- Identifying Customer Expectations
- Ensuring Consistent Service Value
- How Customer Service begins with Self
- National Customer Service Certification Examination

**20 Class Hours Skills Tasks and Results Training for Hotels**

- Section One: Rooms Division
- Front Desk Representative
- Reservationist
- PBS Operator
- Bell Attendant
- Guestroom Attendant
- Public Space Cleaner
- Section Two: Food and Beverage Division
- Restaurant Server
- Banquet Setup Employee
- Banquet Server
- Bus Person
- National Hotel Certification Examination

**20 Class/Field Hours of Hospitality Industry Exploration**

- Computer research or on site visits to areas of professional interest for students. Conducted for four hours on Friday of each program week.

**10 Class Hours Personal Development**

- Critical Engagement Questions and review
- Resume workshop
- Cover letter workshop
- Employment interview strategies
- Tips for sustainability and promotion

**10 Class Hours CPR Training**

- Part I – First Aid Basics
- Part II – Medical Emergencies
- Part III – Injury Emergencies
- Part IV – Environmental Emergencies
- Part V – CPR and AED
- Part VI – Summary of CPR and AED for Adults, Children and Infants

**PROFESSIONAL BOOKEEPER CERTIFICATION TRAINING PROGRAM (5 WEEKS, 1 PROFESSIONAL INDUSTRY CERTIFICATION) (PROGRAM COST \$5,000) 52-0302 Accounting Technology/Technician and Booking**

This program equips students with fundamental accounting skills necessary to become a nationally certified full-charge bookkeeper. Program participants will learn the fundamentals of small business accounting and GAAP including but not limited to maintaining records, recording business transactions, developing basic financial statements, and using QuickBooks to record and report financial data. Program participants will also test for national certification as a Bookkeeper and separate certification in QuickBooks if desired.

This program meets four days per week (mon-Thurs) for four hours per day. The fifth day of the week is dedicated to professional industry exploration and individualized study in preparation for certification exams such as improving QuickBooks skill level. This fifth day of individualized study may be facilitated on site or at the location of the student's interest. Total contact time is twenty hours per week for a total of one hundred hours.

**PB MODULES:**

**30 Class Hours Business Basics understanding and Recording Transactions:**

- **Accounting: The Language of Business**
- **Creating Business Profile in QuickBooks**
- **Analyzing Business Transactions**
- **Analyzing Business Transactions Using T Accounts**
- **The General Journal and the General Ledger**
- **Entering Transactions in QuickBooks**

**20 Class Hours Reporting and Closing the Books:**

- **Adjustments (Accruals & Deferrals) and the Worksheet**
- **Closing Entries and the Post-closing Trial Balance**
- **Financial Statements and Closing Procedures**
- **QuickBooks Reconciliations**

**20 Class Hours Special Transactions:**

- **Accounting for Sales and Accounts Receivable, and Cash Receipts**
- **Accounting for Purchases, Accounts Payable and Cash Payments**
- **Payroll Computations, Records and Payment**

**16 Class Hours:**

- **Complete one year of Transactions and Reports in QuickBooks**

**14 Class Hours Professional Development**

- **Resume Creation**
- **Job Search**
- **Acquiring Clients**
- **Certification Exams**



# Frequently Asked Questions

## **Where Can I get more information?**

Please call our office at (773)304-4058 for more information,

## **Can I Take more than one professional certification?**

Yes you can. There is no limit. See our Entrepreneurial Programs for examples.

## **What are the age and education requirements?**

Students must be at least 17 years of age.

## **Are the certificates nationally recognized?**

Yes. All certifications are accredited and nationally recognized and sanctioned by national governing bodies for workforce.

## **How long are the trainings?**

Trainings can take 1 day to 5 weeks depending on the individual certification or multiple certification long program.

## **Do you take financial aid?**

HFC does accept funding from agencies who sponsor scholars as well as WIOA Vouchers, GI Bill in addition to traditional forms of payment. HFC does not receive PELL grants or loans.

## **How many participants must we have to book a class?**

Agencies must have a minimum of 10 participants to schedule a seminar. A maximum for certifications is 50 per class/seminar.

## **May we have a consultation to ask more questions free of charge prior to deciding on what training is best?**

Yes, HFC will meet with all clients in person, via email or other means of communication per client preference to do just that.

## **How long have you been in business?**

HFC has been in business for over 20 years. Our diverse client list has represented health care institutions, educational institutions and private business, restaurants and more.

## **What if my company needs operational assistance as well as serious financial advice and consulting? Can you do that?**

Yes, HFC partners in the areas of finance, tax, and regulation with the Institute of Learning and Compliance which employs outstanding board certified accountants who are licensed to handle such matters.

## **Can we send our staff to you so that they may be trained outside of our facility?**

Yes, HFC will provide designated sites for your training.

## **Will you customize specific training for our organization that combines different aspects of your offerings and maybe some others that we do not see on the website?**

Yes! HFC is very willing to meet and discuss your specific needs and provide you with exactly what you want. We have significant partnerships in areas of accounting, image consulting, literacy, tax and more that will be made available to clients as needed.

For more information call our office at (772)304-4058 or email us at [info@HillFoodServiceConsulting.com](mailto:info@HillFoodServiceConsulting.com) or visit our website at [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)

**“Dr. Hill had an excellent way to teach the course as clearly and thorough as he could. He was very knowledgeable about sanitation and gave personal experiences as examples. I felt that by him giving personal experiences. It really helped my learning because he was able to put the information to reality instead of just teaching from the book.”**

## **2018 CALENDAR**

### **HFC is closed on the following HOLIDAYS**

January 1 <sup>st</sup>	New Year
January 15 <sup>th</sup>	Martin Luther King Day
March 6 <sup>th</sup>	Casimir Pulaski Day
March 30 <sup>th</sup>	Good Friday
May 28 <sup>th</sup>	Memorial Day
July 4 <sup>th</sup>	Independence Day
September 3 <sup>rd</sup>	Labor Day
October 8 <sup>th</sup>	Columbus Day
November 9 <sup>th</sup>	Veteran's Day
November 21 <sup>st</sup>	Half-Day
November 22 <sup>nd</sup> /23 <sup>rd</sup>	Thanksgiving
December 24 <sup>th</sup> - 26 <sup>th</sup>	Christmas

### **CLASS SCHEDULE**

Food & Sanitation Certification Class (1<sup>st</sup> Friday every month)

January 5 <sup>th</sup>	July 13 <sup>th</sup>
February 2 <sup>nd</sup>	August 3 <sup>rd</sup>
March 2 <sup>nd</sup>	September 7 <sup>th</sup>
April 6 <sup>th</sup>	October 5 <sup>th</sup>
May 4 <sup>th</sup>	November 2 <sup>nd</sup>
June 1 <sup>st</sup>	December 7 <sup>th</sup>

### **(5-Week Training Program)**

1. January 8<sup>th</sup> to February 8<sup>th</sup>
2. February 26<sup>th</sup> to March 29<sup>th</sup>
3. April 16<sup>th</sup> to May 17<sup>th</sup>
4. May 29<sup>th</sup> to June 28<sup>th</sup>
5. July 16<sup>th</sup> to August 16<sup>th</sup>
6. September 4<sup>th</sup> to October 4<sup>th</sup>
7. October 15<sup>th</sup> to November 15<sup>th</sup>





# FOOD SERVICE SANITATION CERTIFICATION CLASS

One class, TWO certifications.

You can get!

Chicago Food Sanitation

Manager's License

&

National Restaurant Association

ServSafe Certification



1<sup>st</sup> Friday of Every Month

Time: 9:00 AM to 4:00 PM

Hill FoodService Consulting

180 N. Wabash Suite 410

Chicago, IL 60601

*\*Pre-register call 312-585-3971*

*Tuition \$265 (certified funds*

*Due on-site at check-in. Or \$272.62 online at*

*[www.chicagofoodsanitation.com](http://www.chicagofoodsanitation.com)*

A GOVERNMENT ISSUED IDENTIFICATION REQUIRED.

## CLASS DETAILS

- You only need to bring a photo identification.
- All books & course materials are included in course fee.
- You will take one exam to receive two certifications.
- This is an accelerated class taught over one day (see above).
- You must attend the entire session to sit for examination.
- Seating is limited, first come first serve. To pre-register and reserve your seat contact Hill Foodservice Consulting online [www.chicagofoodsanitation.com](http://www.chicagofoodsanitation.com)



## HERE'S HOW TO SIGN UP FOR CLASS

Course fee is \$265.00 payable by cash or money order at the door & \$272.62 if register and paid online. Money orders made payable to Hill FoodService Consulting. You must pre-register to participate. Class begins promptly at 9:00am.

*\*All pre-registered participant fees must be paid certified funds prior to class start.*

*\*Late arrivals will not be seated!! You must remain for the duration to take the exam.*

*\*For additional information contact Hill Foodservice Consulting*

Class Sponsored by - [Chicagofoodsanitation.com](http://Chicagofoodsanitation.com) (773)304-4058



**Do you need a food service sanitation license for the National Restaurant Association (NRA), the State of Illinois or for the City of Chicago?**

*Specializing in*  
**ServSafe, City of Chicago, and**  
**State of Illinois Food Sanitation Licenses**

**One class, One test,**  
*opportunity for three Licenses*

*Class taught in only*  
**One day**

*Challenges with school, literacy, tests or background,*  
**no problem.** *The class is taught so that*  
**everyone can learn and pass.**

**Food Service Sanitation courses includes:**

- 2 Sanitation licenses – City of Chicago and National Restaurant Association.
- Eligible to receive State of Illinois license.
- National license is good in all 50 states.
- Challenged background – are eligible.
- High school diploma preferred but not necessary.



**Download the Chicago Food Sanitation Mobile App for iPhone and Android**



**CALL US TODAY! (773) 304-4058**  
**[www.ChicagoFoodSanitation.com](http://www.ChicagoFoodSanitation.com)**





EFFECTIVE JULY 1, 2015 ALL PERSONS WHO SERVE, SELL, OPEN, OR CARD INDIVIDUALS FOR ENTRY INTO LIQUOR LICENSED ESTABLISHMENTS MUST HAVE ILLINOIS BASSET TRAINING BEFORE OR WITHIN 120 DAYS OF EMPLOYMENT IN COOK COUNTY ILLINOIS.

*Specializing in*  
**National Restaurant Association ServSafe Alcohol Certification and Illinois Basset Alcohol Certification**

**One class, One test, TWO Certifications**

*Class taught in only*  
**one day**  
(4 hrs)

*Challenges with school, literacy, tests or background,*  
**no problem. The class is taught so that everyone can learn and pass.**

Participants who take Alcohol Training at Chicago Alcohol Basset will receive both the national ServSafe Alcohol Certification valid in all 50 states as well as the Illinois Basset Certificate. One class, one test, TWO CERTIFICATIONS.

The ServSafe Alcohol® program prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to effectively and safely handle difficult situations in your operation. Alcohol service involves many risks. Failure to act responsibly could result in fines, imprisonment, losing your liquor license, increased insurance costs, or losing your business.



**Download the Chicago Food Sanitation Mobile App for iPhone and Android**



**CALL US TODAY! (773)-304-4058**  
**[www.ChicagoAlcoholBassetCert.com](http://www.ChicagoAlcoholBassetCert.com)**

# General Information

Hill Food Service Consulting Inc. strives to offer a large and varied selection of education and training opportunities in the hospitality and entrepreneurship industries. This catalog has the classes you will need to be successful in your hospitality and entrepreneurship career. By completing our desired program track you will have the knowledge to delve into hospitality and Service Industries or a career as an Entrepreneur.

HFC is an industry recognized educational institution and adheres to the policies and procedures of professional, financial and vocational education requirements. The courses offered at HFC provide over 27 different licenses and certifications concentrating in the areas of hospitality, customer service and entrepreneurship. The courses offered may qualify for continuing education credit. Please check with the admissions and advisement offices.

You will receive the highest level of relevant educational curriculum conducted by highly trained academic and industry qualified faculty and instructors. The design of the curriculum, training programs, lectures, services and resources are the best industry-wide. You will receive professionally prepared materials and books in each program. All manuals have been compiled by the faculty and instructors designed specifically for each course and/or program track. Many of the training sessions will be recorded and/or videotaped. Pictures will be randomly taken for marketing and research purposes. Your registration in the courses constitutes your consent and use of such recordings. Books and materials may be purchased from our on-line book store but are general included in the program fees and distributed at the time of training.

## ADMISSIONS

All training program participants must first attend (1) Orientation (2) Complete the Admissions Application and (3) Meet with Dr. Hill. Upon completing the required documents, applicants will receive an acceptance notification letter or email which will contain authorization to register for training program, order books and materials from the On-line Bookstore (if applicable), and pay tuition and fees as applicable. Applicants will receive schedule and site information and must follow up accordingly. Upon admissions to program, all applicants must provide a valid YAHOO email account. The confirmation of registration will be emailed along with program schedule and required enrollment orientation date. If scholarships are awarded an award notification will also be provided to awardee and Corporate Office.

## REGISTRATION, TUTION, FEES, COSTS

Training program participants must attend an orientation as the first step to admission and registration for all training programs. For dates and time please call HFC at (312) 585-3971.

Payment is required at the same time as registration. You are not registered until all payments have been made and registration of enrollment is complete. If you are receiving financial assistance, all payments and/or arrangements must be made prior to start of programs or lectures. It is the participant's responsibility to ensure payment is made and all registration, enrollment and financial documents are complete and received by the Corporate Office. You will be notified if there are documents missing. For more information on how to register, enrollment, fees, tuition and costs, please contact the Admissions Office at (773) 304-4058. Visit us on the web site [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com) for up to date information, schedules and changes.

## VETERANS ADMINISTRATION/PARTIPANTS RESPONSIBILITIES

Standards of Progress – During the training program students will be evaluated once per week to document progress. This will include attendance, completion of assignments and standardized examination scores/course grades calculated on a numeric scale of 1-100 and issued as a letter grade A(90-100) B (80-89) C (70-79) D (60-69) F (below 60). Certifications may only granted once the participants has passed the industry standard examination. Participants who do not pass a certification examination are allowed one re-take of the examination within the week after a passing score has not been achieved. If a program participant fails an examination, HFC administration will notify that participant in writing and schedule the retrain/retake of the examination. HFC will maintain program participant progress forms weekly that include all attendance and academic progress information. Program participants may not advance with the program unless they have passed the prior week's certification, or successfully passed a retake examination if one has been taken. Hus, program participants must maintain good academic standing and regular attendance to continue in the program. Program participants who experience difficulty with attendance or academic achievement will be notified immediately in writing during the weekly evaluation. Please note, Veterans Administration reserves the right to adjust funding for participants per compliance with the attendance and academic achievement policies as stated. Program participants who do not maintain regular attendance and good academic standing may be dismissed from the program. Good standing is defined as daily attendance to all classes and program activities as well as successful completion of each week's academic program requirement and successful certification examination completion with a passing score. Any unexcused absence during the program will immediately generate a written warning notification. Unexcused absences are defined as any class or class related activity that is not attended without prior knowledge and/or permission. HFC will review and evaluate previous credit and/or training for new program participants

For more information call our office at (773) 304-4058 or email us at [infor@hillfoodserviceconsulting.com](mailto:infor@hillfoodserviceconsulting.com) or visit our website at [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)

# General Information

## HFC Hospitality and Entrepreneurship Training Inc.

### Corporate Office:

1016 W. Jackson Blvd., Chicago, IL 60607

Phone: 773-304-4058

### Hospitality Training Center

180 N. Wabash Ave., Suite 410, Chicago, IL 60601

Phone: 312-585-3971

HFC has a state of art facility comprised of an outstanding downtown location very accessible to public transportation. HFC has a 22 seat computer lab, Hotel, Catering and Food Safety Simulation Class Room, Executive offices and two main class rooms in its 4000 square foot facility.

[www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)

Hours: Monday thru Friday 9:00am to 5:00pm

### Mobile Training:

Hill FoodService Consulting Hospitality and Entrepreneurship Training Center Inc. Mobile Training is approved by the Illinois Board of Higher Education.

\*Note:

As HFC utilizes multiple facilities, we respect all Agencies and facilities. Participants must leave the premises when not in meetings (classes). No children or visitors are allowed in the facility with program participants, all admitted scholars must present Center ID in order to be admitted to building as well as present it each time upon entering meetings.

\*Day Care Center Providers

\*There are a number of licensed daycare providers all around the Chicagoland area. All participants are encouraged to use licensed facility day care providers.

### ACCREDITATIONS:

All certificates and licenses are sanctioned by the National Restaurant Association Education Foundation; City of Chicago Department of Public Health; State of Illinois Department of Health Division of Food, Drugs and Dairies; American Hotel and Lodging Educational Institute; National Retail Federation; American Heart and Lung Association, ANSI (American National Standards Institute)

\*Approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education.

\*HFC is not accredited by a US Department of Education accrediting body.

### Release of Information about Program Participants

For participants 18 years or older or those attending an institution of higher learning, the Family Education Rights and Privacy Act forbids the release of any information (for example, registration, records, payment,

grades, classroom performance, attendance) to anyone other than the participant, unless the participant has signed a "Release of Confidentiality form" or the parent provides IRS proof of the student as a dependent. The form is available from Admissions of Financial Aid.

### Clean Air/Smoke Free Environment

We are committed to enhancing the environment within the Training Locations. HFC only conducts training solutions at sites that are suitable for professional learning.

### Equal Opportunity/Affirmation Action

HFC does not discriminate on the basis of race, religion, color, age, disability, ancestry, marital status, military discharge status, national origin, veteran status, sexual orientation or other non-merit factors in educational programs or employment practices. Inquiries may be directed to the Affirmative Action Officer, HFC Hospitality and Entrepreneurship Training Center Inc. Corporate Office.

### Mission Statement

HFC Hospitality and Entrepreneurship Training Center is an educational conduit providing relevant life, vocational skills in the areas of hospitality and entrepreneurship. Job readiness, training and a comprehensive socio-cultural learning environment for program participants.

### TRANSFERABILITY OF CREDENTIALS:

All professional industry certifications available at HFC are issued as nationally recognized industry standard credentials by the agencies listed in the accreditation section. However HFC does not guarantee transferability of credit and that in most cases, credits or coursework are not likely to transfer to another institution. In many cases other institutions of higher learning utilize the same professional credentials in which case the student must provide copies of certificates and are governed by the rules and standards of that institution.

The school does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness and applicability of credit of credit and whether credit should be accepted is the decision of the receiving institution. HFC does provide academic credit for student's prior academic achievement and Professional Industry Certification. Students must provide proof of prior certification and or area of training program completion to receive credit. HFC accepts proof in the form of Professional Certificates and or Licenses from accredited agencies such as the National Restaurant Association, National Retail Federation, American Hotel and Lodging Educational Institute, American Heart and Lung Association and State and Municipal Agencies that mandate Food Safety Licensures.

For more information call our office at (773)  
304-4058 or email us at

[infor@hillfoodserviceconsulting.com](mailto:infor@hillfoodserviceconsulting.com) or visit our  
website at [www.hillfoodserviceconsulting.com](http://www.hillfoodserviceconsulting.com)



# HOW TO ENROLL

**Step 1.** Call our office to schedule and attend an orientation. During orientation you will be able to get answers to all your questions about every aspect of attending HFC training classes.

**Step 2.** Meet with our CEO Dr. Hill. Discuss in greater detail the available and location of training program, make a selection and complete the enrollment forms.

**Step 3.** Officially enroll and receive additional documents for completion.

**Step 4.** Pay Tuition and Fees. Please note that registration is not complete until you have made payment arrangements. If you are seeking financial aid or third party payment you will need to ensure that process and paperwork has been approved and present it to our office to be verified and finalize your award and registration.

**Step 5.** Provide Contact Information. Report address, telephone and email address to Registrar's Office. You will need to establish a Yahoo email account.

**Step 6.** Obtain schedule and site information for the start of training.

## Payment Options

Registration is not final and enrollment is not guaranteed in any training program until all costs have been paid in full. Payment arrangements must be made at least 2 weeks prior to the start of any program. You are held responsible for payment after attending 1 day of training. See refund policy. If you register within 2 weeks of program start, you must make your payment at the same time you register.

Payment for tuition and fees are accepted in the Corporate Office.

### Payment options include:

1. Money Order, Certified Check, Cashier's Check or Company Check (check number must be above 3,000). Make checks payable to Hill FoodService Consulting. Valid Driver's License or State ID required for all checks.
2. Visa, MasterCard, American Express, Discover
3. Debit or Bank Card on the website via the payment tab
4. WIOA Voucher (must have voucher to start)
5. Tuition Payment Plan: HFC does not accept Title IV funding and does not offer payment plans. HFC is not accredited by a US Dept. of Education recognized accrediting body.

## Refund/Cancellation Policy

### REFUND AND WITHDRAWALS

Participants who withdraw ten (10) days prior to the first day of classes (unless specified otherwise) will not be charged program costs and/or tuition, but will incur an administrative cancellation fee of \$100. See the Refund Schedule for additional details. For non-voucher programming, no tuition refund will be given for any reasons after the first day of class.

### REFUND FOR VOUCHER PARTICIPANTS

For Voucher and some third party or agency paid programming, no refund will be given for any reason after the first (1) day of class unless other contractual agreements have been made prior to the start of registration. Vouchers will not be submitted to third party agencies for students who do not begin programs.

Note: Refund may be defined as non-submission of program costs or tuition payment vouchers. Funding vouchers may not under any circumstances be submitted for cash refunds by program participants.

### REFUNDS FOR LECTURES, WORKSHOPS AND SEMINARS

No refunds will be allowed for lectures, workshops and seminars and others as assigned.

### REFUNDS – NO SHOW WITHDRAWAL/NOSHOW 1 DAY (NSW AND NS1)

No refunds of tuition and/or fees will be issued for classes with no-show withdrawals (NSW OR NS1's). Participants will be held accountable for the full payment of tuition and fees of NSW/NS1 courses. Federal financial aid cannot be used to cover the cost of NSW/NS1 classes. Participants who do not attend the first day of class will be automatically withdrawn.

## EACH PROGRAM HAS A SPECIFIC ABSENTEE POLICY

- A. Classes scheduled for one week or less: No excused absences.
- B. Classes scheduled for five weeks: A maximum of three (3) excused absences
- C. Classes scheduled for more than five weeks: A maximum of six (6) excused absences.

During all programming guest speakers, field trips and other external learning experiences will not be repeated or rescheduled.

**\*\*Activities missed on days of absences will not be available for rescheduling. It is expected that you will attend all classes scheduled as some activities will not be announced as part of the program track. Every day is a mandatory class even if excused.**

**\*\*Participants who do not attend the first class session of any course, which meets only once per week, will be considered No-Show (NSW) and withdrawn from class.**

**\*\*Important information is provided during the Orientation. All participants must attend the orientation. If participants miss the orientation and/or first day of class you will need to reschedule for the next program session.**

**\*\*Participants who do not attend the first class session of any course, which meets only once per week, will be considered No-Show (NSW) and withdrawn from class.**

**For complete student enrollment form and policies see website.**

## **Illinois Board of Higher Education**

1 N. Old State Capitol Plaza, Suite 333

Springfield, Illinois 61701-1377

Phone: (217) 782-2551

Fax: (217) 782-8548

TTY: (888) 261-2881

**General Information:** [Info@ibhe.org](mailto:Info@ibhe.org)

**Institutional Complaint Hotline:** (217) 557-7359

**Link to the Online Complaint System:** <http://complaints.ibhe.org>

Illinois Board of Higher Education website: [www.ibhe.org](http://www.ibhe.org)

\*Hill FoodService Consulting is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education to operate within the State of Illinois as a business providing professional training.

\*Hill FoodService Consulting as a business is not accredited by a US Department of Education accrediting body, however, all professional industry licenses and certifications offered are sanctioned and accredited as national and international occupational standards by the National Restaurant Association, National Retail Federation, American Hotel and Lodging Educational Institute and Illinois and Chicago Departments of Public Health.

## **Private Business and Vocational Schools**

On February 1, 2012, the oversight of Private Business and Vocational Schools was transferred from the Illinois State Board of Education (ISBE) to the Illinois Board of Higher Education (IBHE) pursuant to the Private Business and Vocational School Act of 2012 (Public Act 97-650). This Act is available as a pdf and statute (105 ILCS 426) is on the Illinois General Assembly website (<http://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=3393&ChapterID=17>). The PBVS Administrative Rules were adopted by the Board on June 5, 2012.

What is a private business and vocational school (PBVS)?

A private business and vocational school is any entity offering programs and/or courses in Illinois which prepares individuals for a trade, occupation, vocation, profession; or improves, enhances or adds to skills and abilities related to occupational/career opportunities.

# **HILL FOOD SERVICE CONSULTING VETERANS ADDENDUM TO THE 2017-2019 CATALOG**

## **PURPOSE OF VETERANS ADDENDUM**

The Illinois Department of Veterans Affairs-State Approving Agency has approved several programs at Hill Food Service Consulting for federal veterans' educational benefits in Illinois. These approvals require by federal law and regulation that veterans be fully informed of the school's policies and practices in order that they can successfully complete the program of education that pursue. Included in this Addendum is important information pertaining to accreditation, approved programs, satisfactory progress policy, credit for previous education and training, refund policy, conduct, graduation requirements, student records and veterans' complaints. This Veterans Addendum does not replace, but supplements, the 2017-2019 Hill Food Service Consulting Catalog. Veterans should report conflicts between the Veterans Addendum and the Program Catalog to Dr. Brian Hill with Food Service Consulting.

## **ACCREDITATION**

A US Department of Education accrediting body has not accredited Hill Food Service Consulting (HFC). The Division of Private Business and Vocational Schools of the Illinois Board of Higher Education has approved HFC. Please see page 20 of the 2017-2019 Catalog for a list of professional organizations and governmental entities from which HFC students earn either certifications of licenses from in the course of their studies.

## **APPROVED PROGRAMS**

The Illinois State Approving Agency has approved the following programs for federal veterans' educational benefits at Hill Food Service Consulting:

- |                                      |                                   |
|--------------------------------------|-----------------------------------|
| • Hospitality and Service Management | (5 Weeks/100 clock hours/\$5000)  |
| • Professional Restaurant Management | (5 Weeks/110 clock hours /\$5000) |
| • Event Planning and Catering        | (5 weeks/100 clock hours/\$5000)  |
| • Retail Supervisor                  | (5 weeks/80 clock hours/\$5000)   |
| • Food Service Manager               | (5 weeks/100 clock hours/\$5000)  |
| • Professional Bookkeeper            | (5 weeks/100 clock hours/\$5000)  |

## **SATISFACTORY PROGRESS POLICY**

Students receiving veterans' education benefits must maintain satisfactory progress to remain eligible for funding assistance. Hill Food Service Consulting defines satisfactory progress in terms of Attendance Progress and Academic Progress.



## **ATTENDANCE PROGRESS**

A student must meet the attendance requirements as stated on page 21 of the Catalog in order to be in good standing with Hill Food Service Consulting's satisfactory progress policy. Hill Food Service Consulting will dismiss immediately any student who misses more than 3 days for a 5-week program. ***A student must maintain a minimum of 75% attendance average each month in order to be considered making satisfactory progress. Any student absent for 14 consecutive days will be terminated from the GI Bill program.*** Any unexcused absence during the program will automatically generate a written warning notification. HFC defines an unexcused absence as any class or class related activity that a student does not attend without prior knowledge and or permission.

## **STATEMENT ON ATTENDANCE FOR VA CERTIFICATION**

The Hill Food Service Consulting will certify a veteran's enrollment in an approved program to the United States Department of Veterans Affairs (USDVA). Credit hours schools: If a veteran's credit hour adjustment results in a change of pursuit as defined by the USDVA, the Hill Food Service must report this issue to the USDVA. This report may result in a lesser monthly payment from the USDVA to the veteran and possible overpayments from the USDVA to the veteran and the Hill Food Service. The Hill Food Service strongly advises veterans to pursue their training as specified in the Enrollment Contract. The school is required to terminate the GI Bill® benefits once the student successfully completes the approved program in which they are certified.

## **Weekly Schedule Example**

### 5 Week Program

(All Programs have one of these schedule as listed below)

Monday	9:00a – 1:00p	1:30p – 5:30
Tuesday	9:00a – 1:00p	1:30p – 5:30
Wednesday	9:00a – 1:00p	1:30p – 5:30
Thursday	9:00a – 1:00p	1:30p – 5:30
Friday	9:00a – 1:00p	1:30p – 5:30
Saturday	Closed	
Sunday	Closed	

## **ACADEMIC PROGRESS**

During the training program, Hill Food Service Consulting will evaluate students once per week to document progress. This will include attendance, completion of assignments and standardized examination scores/course grades calculated on a numeric scale of 1-100 and issued a letter grade A (90-100), B (80-89), C (70-79), D (60-69), and F (below 60). A student must earn a 70 or above to be in good standing. A student will receive a certification once the student has passed the industry standard examination. Students who do not pass a certification examination have one opportunity to re-take the examination within one week after not earning a passing score. If a student fails a certification examination, HFC administration will notify the student in writing and schedule the retrain/retake of the examination. If a student fails a re-take examination, HFC will terminate the student from the academic program. HFC will maintain student progress forms weekly that include all attendance and academic progress information. Students may not advance within the program unless they have passed the prior week's

certification, or successfully passed a retake examination. Thus, students must maintain good academic standing and regular attendance to continue in the program.

HFC defines good standing as daily attendance to all classes and program activities as well as successful completion of each week's academic program requirements and successful certification examination completion with a passing score.

### **EVALUATION OF PROGRESS**

Hill Food Service Consulting will evaluate the record of each student every week to determine if that student is making satisfactory progress.

### **PROBATION AND DISMISSAL**

Hill Food Service Consulting will place students failing to meet either the attendance or the academic progress requirements on probation for a period of two weeks.

Hill Food Service Consulting will reevaluate a student's progress at the conclusion of the probationary period. If Hill Food Service Consulting determines at this evaluation that the student is meeting both the attendance and academic progress requirements the student will no longer be on probation. Contrarily, if Hill Food Service Consulting determines at this evaluation that the student is failing to meet either the attendance or academic progress requirements, Hill Food Service Consulting will terminate the student from the GI Bill program.

Hill Food Service Consulting, however, may grant a second probationary period of one week if extenuating circumstances warrant such action. Hill Food Service Consulting will reevaluate a student's progress at the conclusion of this second probationary period. If Hill Food Service Consulting determines at this evaluation that the student is meeting both the attendance and academic progress requirements the student will no longer be on probation. Contrarily, if Hill Food Service Consulting determines at this evaluation that the student is failing to meet either the attendance or academic progress requirements, Hill Food Service Consulting will terminate the student from the GI Bill program.

### **REINSTATEMENT OF STUDENTS DISMISSED FOR UNSATISFACTORY PROGRESS**

A student terminated for failing to meet the satisfactory progress may apply for reentrance into any future class. Hill Food Service Consulting will make readmission determinations on an individual basis.

### **CREDIT FOR PREVIOUS EDUCATION AND TRAINING**

Hill Food Service Consulting will review, evaluate, and grant veterans appropriate credit for previous education and training and will proportionately shorten the length and cost of their program to match this award of credit. Veterans will be required to present appropriate documentation and demonstrate to HFC appropriate knowledge to receive credit for prior education and training.

Please see page 20 of the 2017-2019 Catalog concerning Transferability of Credits.

## **REFUND POLICY**

All tuition and instructional charges is subject to the following pro-rata refund policy:

<b>Percentage of days in class completed by student At notice of cancellation</b>	<b>Percentage of tuition and instructional charges that school may retain</b>
In excess of 5% to 10%	15%
In excess of 10% to 15%	20%
In excess of 15% to 20%	25%
In excess of 20% to 25%	30%
In excess of 25% to 30%	35%
In excess of 30% to 35%	40%
In excess of 35% to 40%	45%
In excess of 40% to 45%	50%
In excess of 45% to 50%	55%
In excess of 50% to 55%	60%
In excess of 55% to 60%	65%
In excess of 60% to 65%	70%
In excess of 65% to 70%	75%
In excess of 70% to 75%	80%
In excess of 75% to 80%	85%
In excess of 80% to 85%	90%
In excess of 85% to 90%	95%
In excess of 90%	100%

## **CONDUCT**

HFC will dismiss students who exhibit unprofessional behavior in class. HFC defines unprofessional behavior as any disruptive activity, including but not limited to, dishonesty, cheating, plagiarism, theft, damage to property, obstruction to instruction, inappropriate language, or visiting inappropriate web sites. The President will make the decision to dismiss a student for conduct.

## **GRADUATION REQUIREMENTS**

In order to receive the diploma, students must meet the following requirements:

A student will graduate upon successful completion of each course of their program of education. Successful completion requires a passing grade of the minimum 70% in each course of study, minimum of 75% attendance, and completion of each course of study within the specified time period for the program. Upon successful completion of the program a student will receive a certificate of completion from Hill Food Service Consulting.

1. Meet all attendance and academic progress requirements.
2. Pass all certification and license exams.
3. Pay all tuition and fees.



## **STUDENT RECORDS**

Hill Food Service Consulting maintains student records and transcripts. Students may access these records by calling or writing.

Hill Food Service Consulting  
180 N. Wabash Ave., Suite 410  
Chicago, Illinois 60601  
(312) 585-3971

Please also see the Release of Information about Program Participants information on page 20 of the 2017-2019 Catalog.

## **Instructors and their Credentials**

**Dr. Brian Hill**, Ed Adult Education, MBA Hospitality over 30 years as a hospitality professional and nearly 20 years as a professor/trainer

**Nicole Smith**, MBA Accounting, Project Management 14 years as a tenured professor in higher education and 20 years in business and consulting. Also, ABD on a PhD in Accounting from Capella University.

## **Space, Facilities and Equipment**

Hill Food Service Consulting (HFC) host a 4,000 square foot facility on the 4<sup>th</sup> Floor at 180 N Wabash Ave Suite 410 in downtown Chicago, IL. Hill Food Service Consulting has a dedicated computer lab with 22 computers, printers and projection equipment. HFC also host a simulated hotel room, dishwashing area, board/classroom and administrative office space. There is also a small area where students can store and rehearse food. Within the 180 N Wabash building are a number of eateries such as Panda Express, Taco Bell and Dunkin Donuts as well as other dining, shopping, and entertainment facilities nearby.

## **VETERAN'S COMPLAINTS**

Veterans who have complaints about the quality of training or administration of veterans' benefits provided by Hill Food Service Consulting are encouraged to share their concerns with Hill Food Service Consulting officials. Veterans can also contact the Illinois State Approving Agency for Veterans Benefits at (217) 782-7838.

**HILL FOODSERVICE CONSULTING**  
**ENROLLMENT AGREEMENT FORM**

Hill Foodservice Consulting  
Corporate Office  
1016 W. Jackson Blvd  
Chicago, IL 60607  
Training Center  
180 N. Wabash Suite 410  
Chicago, IL 60601  
Corporate PHONE: 773-304-4058  
Training Center PHONE: 312-585-3971  
FAX: 773-382-2800  
www.hillfoodserviceconsulting.com  
info@hillfoodserviceconsulting.com

**ENROLLMENT AGREEMENT**

**STUDENT INFORMATION**

STUDENT NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_

PHONE NUMBERS: H) \_\_\_\_\_ C) \_\_\_\_\_ W) \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

SOCIAL SECURITY #: \_\_\_\_\_ STUDENT ID #: \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_ TELEPHONE #: \_\_\_\_\_

**PROGRAM INFORMATION**

DATE OF ADMISSION: \_\_\_\_/\_\_\_\_/\_\_\_\_

TRAINING LOCATION \_\_\_\_\_

PROGRAM / COURSE NAME: \_\_\_\_\_

DESCRIPTION OF PROGRAM / COURSE: \_\_\_\_\_

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**PREREQUISITE COURSES & OTHER REQUIREMENTS FOR ADMISSION TO PROGRAM / COURSE:**

HFC is a Professional Hospitality Industry Training and Workforce Development Company. To participate in HFC programs training participants must have a 6.0 TABE reading or math score.

PROGRAM / COURSE OBJECTIVES/ LENGTH AND OUTOCMES: See Program descriptions below

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**PROGRAM INFORMATION (CONTINUED)**

PROGRAM START DATE: \_\_\_\_\_ SCHEDULED END DATE: \_\_\_\_\_

FULL-TIME ☐ PART-TIME ☐ DAY ☐ EVENING ☐

DAYS/EVENINGS CLASS MEETS: (circle) M T W Th F Sa Su

TIME CLASS BEGINS: \_\_\_\_\_ TIME CLASS ENDS: \_\_\_\_\_

NUMBER OF WEEKS: \_\_\_\_\_ TOTAL CREDIT or CLOCK HOURS: \_\_\_\_\_

Location of Training \_\_\_\_\_

**CONSUMER INFORMATION**

- See Attached Institutional Disclosures following the signature page of this document.

**FINANCIAL AID**

Students in need of financial aid to pay for training programs may do so via the following ways;

- A. Seek WIOA funding voucher for training through an official Chicago area Work Force Center.
- B. Seek financial assistance financial assistance through a community based organization that offers funding for its clients for work force training.
- C. HFC does not offer Title IV funding and does not offer grants, scholarships or student loans of any kind for training programs.

**TUITION & FEES**

NON-REFUNDABLE REGISTRATION FEE: \$ 0

TUITION: \$ 5000.00

BOOKS & SUPPLIES: \$ 0

MISC. EXPENSES: \$ 0

TOTAL COST FOR \$5000.00 PROGRAM / COURSE: \$ 5,000



## **REFUND / CANCELLATION POLICY**

### **POLICIES AND PROCEDURES**

#### **REFUND AND WITHDRAWALS**

Participants who withdraw ten (10) days prior to the first day of classes (unless specified otherwise) will not be charged program costs and/or tuition, but will incur an administrative cancellation fee of \$100.

To withdraw from a training class a participant must notify HFC in writing. This can be done by providing a type written document to Dr. Hill of HFC. The document can be presented in person or emailed to [bhill@hillfoodserviceconsulting.com](mailto:bhill@hillfoodserviceconsulting.com). The document must contain the following information.

- A. First and last name of the participant
- B. Date of the notification (date you are presenting the document)
- C. Program being withdrawn from
- D. Effective date of withdrawal
- E. Reason for withdrawal
- F. Signature of the participant

See the ***Refund Schedule*** for additional details. For non-voucher programming, no tuition refund will be given for any reasons after the first day of class.

#### **REFUND FOR VOUCHER PARTICIPANTS**

For Voucher and some third party or agency paid programming, no tuition refund will be given for any reason after the first (1) day of class unless other contractual agreements have been made prior to the start of registration. Vouchers will not be submitted to third party agencies for students who do not begin programs. ***Note: Refund may be defined as non-submission of program costs or tuition payment vouchers. Funding vouchers may not under any circumstances be submitted for cash refunds by program participants.***

#### **REFUNDS FOR LECTURES, WORKSHOPS AND SEMINARS**

No refunds will be allowed for lectures, workshops and seminars and others as assigned.

#### **REFUNDS – NO SHOW WITHDRAWAL/NO SHOW 1 DAY (NSW AND NS1)**

No refunds of tuition and/or fees will be issued for classes with no-show withdrawals (NSW or NS1's). Participants will be held accountable for the full payment of tuition and fees of NSW/NS1 courses. Federal financial aid cannot be used to cover the cost of NSW/NS1 classes. Participants who do not attend the first day of class will be automatically withdrawn.

#### **EACH PROGRAM HAS A SPECIFIC ABSENTEE POLICY**

- A. Classes scheduled for one week or less: No excused absences.
- B. Classes scheduled for five weeks: A maximum of (3) excused absences.
- C. Classes scheduled for more than five weeks: A maximum of (6) excused absences.

During all programming guest speakers, field trips and other external learning experiences will not be repeated or rescheduled.

***\*\*Activities missed on days of absence will not be available for rescheduling. It is expected that you will attend all classes scheduled as some activities will not be announced as part of the program track. Every day is a mandatory class even if excused.***

***\*\* Participants who do not attend the first class session of any course, which meets only once per week, will be considered No-Show (NSW) and withdrawn from class.***

***\*\*Important information is provided during the Orientation. All participants must attend the orientation. If participants miss the orientation and/or first day of class you will need to reschedule for the next program session.***

***\*\* Participants who do not attend the first class session of any course, which meets only once per week, will be considered No-Show (NSW) and withdrawn from class.***

## **CANCELLATION**

### **REFUND/CANCELLATION/WITHDRAW POLICY**

Participants may cancel a class at any time. However, in order to receive a tuition credit and/or refund, the assigned schedule must be followed based upon the term in which participants are registering. All class withdrawals must be presented in writing and signed by the participant to the HFC's Administrative Office at least ten (10) business days prior to the start of the first day of class unless otherwise specified. Please note not all classes are eligible for a refund. This policy applies specifically and only to long programs such as multiple week trainings such as Retail Manager, Food Service Manager and Hotel Manager and all State of Illinois WIOA certified programs. Individuals enrolled in training programs via WIOA Voucher or Veterans funding may not receive cash refunds under any circumstances.

Short programs and single certification classes such as two-day customer service or food service sanitation classes are nonrefundable. However, in extreme cases HFC may reschedule individuals for a future training as determined appropriate.

## **REFUND SCHEDULE**

As stated in the refund/cancellation/withdraw policy above, program participants who have paid fees for courses or programs in advance and have provided the (10) business days stated above may receive a 100% refund. HFC will provide the refund to the program participant within (10) business days. \*Please note as stated above that this refund schedule applies only to programs that participants have paid for in advance. This does not apply to any WIOA Voucher, Veterans funding or third party payment agreements (funds paid at programs conclusion).

Short programs and single certification classes such as two-day customer service or food service sanitation classes are **nonrefundable** if the refund request is not provided with (10) days advance notification in writing as stated above. HFC does not grant refunds for two-day or single session or 1 day programs once they have begun or inside of ten days of start. Cash pay long 5 week programs are governed by the same refund policy as vouchers. No tuition refund will be given for any reason after the first (1) day of class unless other contractual agreements have been made prior to the start of registration. In extreme cases HFC may reschedule individuals for a future training as determined appropriate to allow participants to resume training thus avoiding forfeiture of program fees paid. Extreme cases are evaluated on a case by case basis. This may include serious illness requiring hospitalization, death of an immediate family member,

I.E. parent, child, spouse. In such cases the program participant may resume long program training previously enrolled in at a later agreed upon date.

## **TUITION POLICIES**

All program fees, tuition, and registration fees must be paid at least ten (10) days prior to the start of the first day of any class unless appropriate arrangements have been made with the Office of Financial Services and all requirements including documentation and signage has been completed and approved. Participants will not be registered and may not participate in classes until tuition and fees are paid. Voucher recipients must present payment voucher, which will be verified, at least (5) days prior to the start of program session. For WIOA participants this may also be within one business week of the class start date.

## **ACCREDITATION**

All certificates and licenses are sanctioned by the National Restaurant Association Educational Foundation; Department of Public Health; State of Illinois Foodservice Sanitation; American Hotel and Lodging Educational Institute, Department of Public Health City of Chicago. ANSI and the National Retail Federation. All Programs are approved by the Illinois Board of Higher Education Division of Business and Vocational Schools.

## **NOTICE TO STUDENT**

1. Do not sign this agreement before you have read it or if it contains any blank spaces.
2. This agreement is a legally binding instrument and is only binding when the agreement is accepted, signed, and dated by the authorized official of the school or the admissions officer at HFC's principal place of business. Read all pages of this contract before signing.
3. You are entitled to an exact copy of the agreement and any disclosure pages you sign.
4. This agreement and the school catalog constitute the entire agreement between the student and HFC.
5. Any changes in this agreement must be made in writing and shall not be binding on either the student or HFC unless such changes have been approved in writing by the authorized official of the school and by the student or the student's parent or guardian. All terms and conditions of the agreement are not subject to amendment or modification by oral agreement.
6. HFC does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on the comparability, appropriateness and applicability of credit and whether credit should be accepted is the decision of the receiving institution.

# Institutional Disclosures Reporting Table

**Reporting Period: July 1, 2016 - June 30, 2017**

**Per Section 1095.200 of 23 Ill. Adm. Code 1095:**

DISCLOSURE REPORTING CATEGORY	<i>Event Planning and Catering/ Lodging Manager</i>	<i>Food Service Manager</i>	<i>Hospitality and Service Industry Training</i>	<i>Retail Supervisor</i>	<i>Restaurant Management</i>
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.	0	1	79	0	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:					
a) New starts	0	0	0	0	0
b) Re-enrollments	0	0	0	0	0
c) Transfers into the program from other programs at the school	0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12- month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).	0	1	79	0	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:					
a) Transferred out of the program or course and into another program or course at the school	0	0	0	0	0
b) Completed or graduated from a program or course of instruction	0	1	69	0	0
c) Withdrew from the school	0	0	0	0	0
d) Are still enrolled	0	0	10	0	0
5) The number of students enrolled in the program or course of instruction who were:					
a) Placed in their field of study	0	1	45	0	0
b) Placed in a related field	0	0	0	0	0
c) Placed out of the field	0	0	0	0	0
d) Not available for placement due to personal reasons	0	0	0	0	0
e) Not employed	0	0	34	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.					
	0	1	79	0	0
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.					
	0	1	79	0	0
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.					
	0	0	2	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.					
	0	12	11	0	0



## Institutional Disclosures Reporting Table

July 1, 2017 through June 30, 2018 of the past fiscal year

### Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Disclosure Reporting Category	Program Name	Hospitality and Service Industry	Restaurant Management	Event Planning and Catering	Food Service Supervisor	Lodging Manager
	CIP	52.094	53.0905	52.0907	52.0905	52.0901
	SOC*	n/a	n/a	n/a	n/a	n/a
A) For each program of study, report:						
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		46	1	0	0	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:						
	a) New starts	46	1	0	0	0
	b) Re-enrollments	0	0	0	0	0
	c) Transfers into the program from other programs at the school	0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		46	1	0	0	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:						
	a) Transferred out of the program or course and into another program or course at the school	0	0	0	0	0
	b) Completed or graduated from a program or course of instruction	46	1	0	0	0
	c) Withdrew from the school	0	0	0	0	0
	d) Are still enrolled	0	0	0	0	0
5) The number of students enrolled in the program or course of instruction who were:						
	a) Placed in their field of study	37	1	0	0	0
	b) Placed in a related field	0	0	0	0	0
	c) Placed out of the field	4	0	0	0	0
	d) Not available for placement due to personal reasons	5	0	0	0	0
	e) Not employed	0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.						
		46	1	0	0	0
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.						
		0	0	0	0	0
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.						
		0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.						
		14	0	0	0	0

## Institutional Disclosures Reporting Table

July 1, 2017 through June 30, 2018 of the past fiscal year

**Per Section 1095.200 of 23 Ill. Adm.  
Code 1095:**

Disclosure Reporting Category	Program Name	Professional Bookkeeping	Retail Supervisor			
	CIP	52.0302	52.0212			
	SOC*	n/a	n/a			
A) For each program of study, report:						
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		0	0			
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:						
a) New starts		0	0			
b) Re-enrollments		0	0			
c) Transfers into the program from other programs at the school		0	0			
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		0	0			
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:						
a) Transferred out of the program or course and into another program or course at the school		0	0			
b) Completed or graduated from a program or course of instruction		0	0			
c) Withdrew from the school		0	0			
d) Are still enrolled		0	0			
5) The number of students enrolled in the program or course of instruction who were:						
a) Placed in their field of study		0	0			
b) Placed in a related field		0	0			
c) Placed out of the field		0	0			
d) Not available for placement due to personal reasons		0	0			
e) Not employed		0	0			
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.						
		0	0			
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.						
		0	0			
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.						
		0	0			
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.						
		0	0			

## **PROGRAM DESCRIPTIONS**

### **HOSPITALITY AND SERVICE INDUSTRY (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – 35-1012 CIP Code 52.09**

The HSI program prepares students for employment in three sectors of the hospitality industry. They are Food Service, Customer Service and Hotel Uniform Services. The program is inclusive of professional industry certifications (3) in food service sanitation from the City of Chicago, State of Illinois and the National Restaurant Association. Professional Customer Service Certification from the National Restaurant Association. Hotel Uniform Services Certification from the American Hotel and Lodging Educational Institute and First Aid, Blood Pathogen and CPR Certifications from the American Red Cross. The HSI program also includes comprehensive professionalism training and employment placement assistance. Students who complete this program will be able to apply the skills and credentials to diverse sectors of the hospitality and service industries. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

### **PROFESSIONAL RESTAURANT MANAGEMENT (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – Nov-51**

The PRM program prepares students for employment in restaurant management. Program participants will gain Professional Industry Certification in the areas of food service sanitation (3) from the City of Chicago, State of Illinois and the National Restaurant Association. Participants will also gain certification in the areas of Customer Service, Hospitality and Restaurant Management, ServSafe Alcohol/Illinois Basset, Inventory and Purchasing and Food and Beverage Cost Control inclusive of P&L Management. Students who complete this program will be able to assume management positions in the Restaurant sector of the Hospitality Industry. The PRM program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

### **EVENT PLANNING AND CATERING (5 WEEKS, 6 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – Nov-51**

The EPC program prepares students for employment in Event Management. Program participants will gain Professional Industry Certification in the areas of Food Service Sanitation (3) from the City of Chicago, State of Illinois and the National Restaurant Association. Participants will also gain certification in the areas of Customer Service, Hospitality and Restaurant Management, ServSafe Alcohol/Illinois Basset, Inventory and Purchasing and Food and Beverage Cost Control inclusive of P&L Management. Students who complete this program will be able to assume management positions in the restaurant sector of the Hospitality Industry. The EPC program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

**RETAIL SUPERVISOR (5 WEEKS, 3 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – 41-1011**

The RS program prepares students for employment in Retail Management. Program participants will gain Professional Industry Certification in the areas of Retail Customer Service and Retail Sales from the National Retail Federation and Human Resources from the National Restaurant Association. Students who complete this program will be able to assume management positions in the Retail sector of the Hospitality Industry. The RS program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

**FOOD SERVICE MANAGER (5 WEEKS, 7 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000) O\*Net Code – Nov-51**

The FSM program prepares students for employment in Food Service Management. Program participants will gain Professional Industry Certification in the areas of Food Service Sanitation (3) from the City of Chicago, State of Illinois and the National Restaurant Association. Participants will also gain certification in the areas of ServSafe Alcohol/Illinois Basset, Food and Beverage Cost Control inclusive of P&L Management and Human Resources Management. Students who complete this program will be able to assume management positions in the Food Services sector of the Hospitality Industry. The FSM program also includes comprehensive professionalism training and employment placement assistance. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

**LODGING MANAGER (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$5,000 O\*Net Code – 119081**

The LM program prepares students for employment in the Lodging sector of the Hospitality Industry. Participants will obtain Professional Industry Certifications in the areas of Customer Service, Hotel Uniform Services and Food Service Sanitation. This program features Certifications (3) in Food Service Sanitation from the City of Chicago, State of Illinois and the National Restaurant Association. One Hotel Uniform Services Certification from the American Hotel and Lodging Educational Institute covering 23 positions and One Certification in Customer Service from the National Restaurant Association. The LM program also includes comprehensive professionalism training and employment placement assistance. Students who complete this program will be able to apply the skills and credentials to the Hotel Lodging sector of the hospitality industry. **This program meets four days per week for five hours per day. Total contact time is twenty hours per week for a total of one hundred hours.**

**PROFESSIONAL BOOKKEEPER CERTIFICATION TRAINING PROGRAM (5 WEEKS, 1 PROFESSIONAL INDUSTRY CERTIFICATION) (PROGRAM COST \$5,000) 52-0302 Accounting Technology/Technician and Booking**

This program equips students with fundamental accounting skills necessary to become a nationally certified full-charge bookkeeper. Program participants will learn the fundamentals of small business accounting and GAAP including but not limited to maintaining records, recording business transactions, developing basic financial statements, and using QuickBooks to record and report financial data. Program participants will also test for national certification as a Bookkeeper and separate certification in QuickBooks if desired.

**This program meets four days per week (mon-Thurs) for four hours per day. The fifth day of the week is dedicated to professional industry exploration and individualized study in preparation for**

**certification exams such as improving QuickBooks skill level. This fifth day of individualized study may be facilitated on site or at the location of the student's interest. Total contact time is twenty hours per week for a total of one hundred hours.**

**(ManageFirst) RETAIL CUSTOMER SERVICE (2 DAYS)(PROGRAM COST \$ 195.00)**

Customer Service Training inclusive of defining the difference between customer service and hospitality as well as team work and promotion of high quality service environment yielding sales building and profits. Upon completion participants will take an examination for the National Restaurant Association Customer Service Certification which does not expire.

Objectives: To teach program participants the value of, and tips to achieve customer loyalty and sales growth in food service operations through the emphasis on understanding what consumers buy in the form of products, services and experiences.



## **STUDENT'S RIGHT TO CANCEL**

The student has the right to cancel the initial enrollment agreement until the start of class on the first day of the class the student has been admitted to. If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all monies paid to date within (10) days of cancellation. No Student will receive a refund of third party payments from sponsoring organizations such as WIOA vouchers or Veterans Administration funding sources. In this case sponsoring agencies will not be billed for services. Cancellation should be submitted to the authorized official of the school in writing.

## **STUDENT ACKNOWLEDGMENTS – HILL FOOD SERVICE CONSULTING**

1. I hereby acknowledge receipt of the business's catalog, which contains information describing programs offered, and equipment or supplies provided. The school catalog is included as part of this enrollment agreement and I acknowledge that I have received a copy of this catalog.

**Student Initials** \_\_\_\_\_

2. I have carefully read and received an exact copy of this enrollment agreement.

**Student Initials** \_\_\_\_\_

3. I understand that the school may terminate my enrollment if I fail to comply with attendance, academic, and financial requirements or if I fail to abide by established standards of conduct, as outlined in the business catalog. While enrolled in the school, I understand that I must maintain satisfactory academic progress as described in the business catalog and that my financial obligation to the school must be paid in full before a certificate or credential may be awarded.

**Student Initials** \_\_\_\_\_

4. I hereby acknowledge that the HFC has made available to me all required disclosure information listed under the Consumer Information section of this Enrollment Agreement.

**Student Initials** \_\_\_\_\_

5. I understand that the business does not guarantee transferability of credit and that in most cases, credits or coursework are not likely to transfer to another institution. In cases where transferability is guaranteed, HFC must provide me copies of transfer agreements that name the exact institution(s) and include agreement details and limitations.

**Student Initials** \_\_\_\_\_

6. I understand that HFC does not guarantee job placement to program participants upon program completion.

**Student Initials** \_\_\_\_\_

7. I understand that complaints, which cannot be resolved by direct negotiation with the school in accordance to its written grievance policy, may be filed with the Illinois Board of Higher Education, 1 N. Old State Capitol Plaza, Suite 333 Springfield, IL 62701 or at [www.ibhe.org](http://www.ibhe.org).

**Student Initials** \_\_\_\_\_

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The student acknowledges receiving a copy of this completed agreement, the business catalog, and written confirmation of acceptance prior to signing this contract. The student by signing this contract acknowledges that he/she has read this contract, understands the terms and conditions, and agrees to the conditions outlined in this contract. It is further understood that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the Business Official. The student and the school will retain a copy of this agreement.

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**Student's Signature**

**Date**

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**Program Director's Signature**

**Date**