

# Course Descriptions

## **HOSPITALITY AND SERVICE INDUSTRY TRAINING (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$3,000) 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

## **RESTAURANT MANAGEMENT (5 WEEKS, 8 PROFESSIONAL INDUSTRY CERTIFICATIONS) (PROGRAM COST \$3,000) 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 \$3,000) 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 \$3,000)**

**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 \$3,000) 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
- 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 \$3,000 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

**SERVSAFE SAFE FOOD SERVICES SANITATION (1 DAY, 2 PROFESSIONAL INDUSTRY CERTIFICATION) (PROGRAM COST \$265)**

This program is a one-day program that provides students with the ServSafe Safe Food Services Sanitation Training. Students who complete this training will complete the ServSafe examination and gain both the ServSafe and City of Chicago Food Service Sanitation Licenses.

**MANAGEFIRST CUSTOMER SERVICE (1 DAY PROFESSIONAL INDUSTRY CERTIFICATION) (PROGRAM COST \$195)**

This program is a one-day program that provides students with a clear understanding of the importance of customer service to a business. Students who complete this training will be able to differentiate between hospitality and service, define moments of truth, identify the cycle of service and identify the relationship between customer satisfaction and customer loyalty.

**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**