



Workforce Investment Act Eligible Training Program

Provider Name: RI Hospitality Association

Contract #: 5050-37

Address: 94 Sabra Street
Cranston, RI 02910-1031

Address if program is held at a another site:
Various community based organizations

Program Name: HOSPITALITY WORK READINESS & OCCUPATIONAL SKILLS TRACK

Office use only: ONET CODE 13-1121

CONTACT INFORMATION

Program Contact Person: Heather Singleton Phone: 401-223-1120 EXT 110 Fax: 401-223-1123
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Course Outline/Topics to be Covered

Skills, Tasks, and Results Training: an industry recognized and portable professional certification from the American Hotel and Lodging Educational Institute (AHLEI). This course will cover front-line hospitality certification designations such as Front Desk Representative, Guest Attendant, Guest Service Professional, Maintenance Employee, and Restaurant Server. **First Impressions:** The heart of this facilitated training program is based on communication with add-on components including: appearance, hygiene, posture, handshakes, and body language. **Lasting Impressions: The Core of Communication™:** This course goes deeper into the area of customer service, focusing on different communication strategies and offering tips to communicate effectively with others regardless of differences in gender, age, background, or communication style. **Hospitality: The Third Language:** This course implements a whole team approach that focuses on transcending cultural differences in order to build an effective working team, emphasizing that the guest is the center of it all. **ServSafe® Food Handlers:**

Required academic grade levels to enter program

Reading Grade Level 9
Math Grade Level NA
English Proficiency NA

Required to enter training program

Physical Yes No
Vaccinations Yes No
Drug test Yes No
BCI Yes No
License Yes No
Tools Yes No
Experience Yes No
Other :

MAY be required for employment

Physical Yes No
Vaccinations Yes No
Drug test Yes No
BCI Yes No
Certification Yes No
License Yes No
Tools Yes No
Experience Yes No
Other :

Participants will be qualified to seek employment in the following occupations:

- Food Service
- Restaurant Management
- Hotel/Hospitality
- Meeting, Convention, and Event Plan

Is this program Pell grant eligible?

Yes No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition \$2,575.00
Fees _____
Books _____
Licensing _____
Certificate fees _____
Other, provide explanation _____

Total Tuition Cost \$2,575.00

These are expenses that **MAY** be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Licensing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Tools	<input type="checkbox"/> Yes <input type="checkbox"/> No		_____
Uniforms	<input type="checkbox"/> Yes <input type="checkbox"/> No		_____
Travel	<input type="checkbox"/> Yes <input type="checkbox"/> No		_____
Miscellaneous	<input type="checkbox"/> Yes <input type="checkbox"/> No		_____

Total \$0.00

Participant is responsible for :

Prerequisites _____
Memberships _____

Cost above tuition cap **\$0.00**

Expenses that **MAY** be reimbursed **\$0.00**

Total \$0.00

Maximum ITA Responsibility (Max. \$5500)

\$2,575.00

PROGRAM LENGTH

Weeks and Hours and

Additional Information

110 of classroom time. 40 Internship hours and 5 hours of lab time. This course takes 6 weeks to complete.

What type of certificate will be awarded and by whom?

AHLEI, Hospitality Training Academy, ServSafe® Food Handlers and Alcohol