

Hospitality Industry Professional

Instructor:

Frances Normore

Phone:

(918) 581-1256

Location:

Goodwill Industries
of Tulsa, Inc.
2800 Southwest Blvd.
Tulsa, OK 74107

Hours:

8:30 am—4:00 pm
Monday—Friday



4 Week Course

COURSE REQUIREMENTS

- Minimum 18 years old
- Background Check
- Drug Screen
- High School Diploma or GED

COURSE OUTCOMES:

- Exceptionally prepared hospitality professional
- Fully trained to successfully attain AHLEI Guest Service Gold Certification

Front Desk Representative

- Reservations, record keeping, room assignments, and payment processing
- Perform various additional administrative duties with customer service excellence

Introduction to Management

- Development of effective delegation and problem solving skills
- Communication skills to equip employees with knowledge, tools, and information to achieve success
- Employee engagement and team building skills to maintain high standards of courtesy and professionalism

Banquet/Restaurant Server

- Event setup, customer service, and food preparation
- Food delivery, replenishment, and event clean up

Guestroom Attendant

- Linen preparation, room cleaning, bed making, and light cleaning duties
- Guest services assistance, maintenance reporting, and room inspections

2018 Hospitality Industry Professional Class Schedule

JANUARY

1/2/18—1/26/18

Monday—Friday
8:30 am—4:00 pm

FEBRUARY

2/5/18—3/2/18

Monday—Friday
8:30 am—4:00 pm

MARCH

3/5/18—3/30/18

Monday—Friday
8:30 am—4:00 pm

APRIL

4/2/18—4/27/18

Monday—Friday
8:30 am—4:00 pm

MAY

4/30/18—5/25/18

Monday—Friday
8:30 am—4:00 pm

JUNE

6/4/18—6/29/18

Monday—Friday
8:30 am—4:00 pm

JULY

7/2/18—7/27/18

Monday—Friday
8:30 am—4:00 pm

AUGUST

8/6/18—8/31/18

Monday—Friday
8:30 am—4:00 pm

SEPTEMBER

9/4/18—9/28/18

Monday—Friday
8:30 am—4:00 pm

OCTOBER

10/1/18—10/26/18

Monday—Friday
8:30 am—4:00 pm

NOVEMBER

11/5/18—11/30/18

Monday—Friday
8:30 am—4:00 pm

DECEMBER

12/3/18—12/28/18

Monday—Friday
8:30 am—4:00 pm

GOODWILL
TULSAWORKS
CAREER ACADEMY



Licensed by Oklahoma Board of Private Vocational Schools

Goodwill Industries of Tulsa, Inc.
2800 Southwest Boulevard, Tulsa, OK 74107

For more information go to TulsaWORKS Career Academy
at www.tulsaworks.org or www.goodwilltulsa.org

“Career preparation and employment linked with community support assistance.”