

# Hospitality Training

# 2019 Class Schedule

Interested in a career in hospitality?

Prepare for the AHLA Guest Service Gold Certification!

## FRONT DESK REPRESENTATIVE

- Reservations
- Record Keeping
- Room Assignments
- Payment Processing

## BANQUET/RESTAURANT SERVER

- Event Setup / Clean Up
- Customer Service
- Food Preparation
- Food Delivery & Replenishment

## GUEST ROOM ATTENDANT

- Linen Preparation
- Room Cleaning
- Bed making
- Guest Services Assistance
- Maintenance Reporting
- Room Inspections



## HOURS

Monday-Friday  
8:30 AM —4:00 PM



## 4-WEEK COURSE

### COURSE REQUIREMENTS

- Minimum 17-years-old
- Background Check
- Drug Screen
- High School Diploma or GED

### INTRODUCTION TO MANAGEMENT

- Effective Delegation
- Problem Solving Skills
- Communication Skills
- Employee Engagement
- Team Building Skills

Enroll in our Hospitality Training course this year!

START DATE	END DATE
January 7	February 1
February 4	March 1
March 4	March 29
April 1	April 26
May 6	May 31
June 3	June 28
July 1	July 26
August 5	August 30
September 3	September 27
September 30	October 25
October 28	November 22
December 2	December 20

**At Goodwill TulsaWORKS Career Academy, we envision a community where everyone has the training and opportunities they need to be successful in the workplace, regardless of the barriers to employment they must overcome.**

