

BEST Corp.

Hospitality Training Center



**HOSPITALITY
TRAINING
CENTER**



Training Provider: BEST Corp.

2016 Catalog

Hospitality Training Center 2016 Courses and Modules

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For additional information on courses, schedules and eligibility contact:

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Our sponsors include:

	 <p>CITY OF BOSTON Martin J. Walsh, Mayor</p>	
		<p>United Way of Massachusetts Bay and Merrimack Valley</p>
<p>GREATER BOSTON HOSPITALITY EMPLOYERS LOCAL 26 BENEFITS ADMINISTRATION, LLC</p>		

Hospitality Training Center 2016 Courses and Modules

Certificate Courses		
Course/Module	Learning Objectives	Duration
CPR/AED	<ul style="list-style-type: none"> • Recognize an emergency • Respond to an emergency by using action steps: Check, Call, Care • Check an injured person • Provide basic care for sudden illnesses until more advanced medical help arrives • Use an automated electronic defibrillator 	3 hours
NATIONAL ENVIRONMENTAL HEALTH ASSOCIATION FOOD SAFETY	<ul style="list-style-type: none"> • Recognize the risks faced by a food service establishment • Assist in preventing the occurrence of unsafe habits that result in foodborne illness • Protect food and food service equipment from contamination • Practice good personal hygiene as it applies to the safe food handler • Correctly stock and rotate food products • Successfully clean and sanitize food service contact areas and equipment 	18 hours
TIPS	<ul style="list-style-type: none"> • Help create and sustain a comfortable and relaxed atmosphere for patrons • Influence aspects of drinking behavior to encourage responsible drinking • Confidently intervene in and resolve troublesome situations • Use the knowledge gained in this class to recognize if a guest is approaching intoxication or is already intoxicated 	5-9 hours (Dependent on participant's English reading and comprehension level.)
MA ALLERGY TRAINING	The MA allergy training provides current information about food allergies and celiac disease-related food intolerance, including the major food allergens; celiac disease and the food intolerances that it produces; symptoms of allergic reactions and celiac disease and procedures that restaurants should follow in educating employees about food allergies and celiac disease and steps that restaurants, hotels & caterers, should take if a customer has an allergic or celiac disease-related reaction to food.	2.5 hours

Hospitality Training Center 2016 Courses and Modules

Basic Culinary Skills		
Course/Module	Learning Objectives	Duration
KITCHEN MATH	<ul style="list-style-type: none"> • Demonstrate understanding of recipe terminology • Demonstrate understanding of liquid measurement values • Ability to convert liquid measurements from one value to another • Ability to increase or reduce recipe yields • Demonstrate understanding of fraction math • Demonstrate understanding of measuring utensils 	6 hours
KNIFE SKILLS	<ul style="list-style-type: none"> • Select and care for knives • Identify all parts of the knife • Use a utility knife safely: <ul style="list-style-type: none"> ○ Clean ○ Carry ○ Sharpen ○ Store ○ Cut • Position guiding hand correctly • Cut foods into a variety of shapes and sizes: <ul style="list-style-type: none"> ○ Julienne ○ Battonet ○ Chiffonade ○ Dice 	24 hours
PAN SKILLS	<ul style="list-style-type: none"> • Properly clarify butter • Understand the proper techniques and guidelines necessary to <ul style="list-style-type: none"> ○ Sauté ○ Pan sear ○ Pan fry • Demonstrate basic egg preparation and flipping techniques • Demonstrate standard breading procedures and when to use each one • Understand the importance of timing when cooking multiple food items 	20 hours
SOUPS & SAUCES	<ul style="list-style-type: none"> • Demonstrate understanding of thickening agents • Ability to make and use a roux slurry and beurre manie • Ability to make and use a mirepoix • Demonstrate understanding of soups and sauces • Demonstrate understanding of mother sauces 	22 hours

Hospitality Training Center 2016 Courses and Modules

Professional Food Server		
Course/Module	Learning Objectives	Duration
FOOD SERVER VOCABULARY/ TERMINOLOGY MODULE	<ul style="list-style-type: none"> • Ability to identify and describe various kitchen equipment • Ability to Identify and describe various foods • Ability to identify and describe tableware, glassware, and flatware • Demonstrate knowledge of various cooking methods • Ability to interact with customers in a professional manner 	6 hours
FOOD SERVER NAPKIN FOLDING/TABLE SETTING MODULE	<ul style="list-style-type: none"> • Ability to fold napkins in eleven classic folds • Execute traditional table settings • Demonstrate knowledge of polishing techniques 	6 hours
FOOD SERVER ORDER TAKING/ ORDER OF SERVICE MODULE	<ul style="list-style-type: none"> • Ability to take orders and interact with customers in a professional and informative manner • Ability to serve guests using the proper sequence of events • Ability to describe menu items and make informed suggestions 	6 hours
FOOD SERVER/WINE SERVICE COCKTAIL SERVICE MODULE	<ul style="list-style-type: none"> • Demonstrate basic knowledge of various wines • Ability to identify basic wine varietals • Ability to execute traditional tableside wine service • Demonstrate basic knowledge of various liquors • Demonstrate knowledge of classic cocktails & their garnishes • Demonstrate knowledge of appropriate glassware for specific cocktails. • Demonstrate basic knowledge of mixers 	6 hours
FOOD SERVER MICROS MODULE	<ul style="list-style-type: none"> • Demonstrate basic knowledge of Micros system • Ability to open and close a check • Ability to accurately enter food and beverage orders • Ability to place orders using seating position and course numbers • Ability to accurately use modifiers • Ability to accurately convey customer preferences and needs. • Ability to correctly enter personal time codes and manage time sheets 	12 hours

Hospitality Training Center 2016 Courses and Modules

Professional Food Server, continued		
Course/Module	Learning Objectives	Duration
BUFFET MODULE	<ul style="list-style-type: none"> • Demonstrate basic knowledge of all buffet equipment • Ability to set up a general buffet using correct sequential placement of foods, equipment, and utensils • Demonstrate knowledge of buffet staff and their responsibilities • Demonstrate knowledge of basic buffet etiquette • Ability to set up a basic buffet place setting 	6 hours
BANQUET TABLE SETTING MODULE	<ul style="list-style-type: none"> • Demonstrate basic knowledge of all banquet equipment • Ability to set up a traditional banquet table • Demonstrate knowledge of buffet staff and their responsibilities • Ability to read and understand a B.E.O. • Ability to set a banquet table according to a specific B.E.O. • Ability to safely stack, lift and carry trays 	6 hours
BANQUET ORDER OF SERVICE MODULE	<ul style="list-style-type: none"> • Demonstrate understanding of cocktail hour • Demonstrate understanding of serving appetizers and/or wine • Ability to greet guests, introduce oneself, and interact with guests in a professional manner • Understand importance of food allergies and ability to communicate this information successfully • Demonstrate knowledge of the sequence of service • Understand differences between banquet and table service 	6 hours
BANQUET STYLES OF SERVICE MODULE	<ul style="list-style-type: none"> • Demonstrate understanding of and ability to execute Bread Buttering • Demonstrate understanding of and ability to execute various styles of service including: <ul style="list-style-type: none"> ○ Escoffier Service ○ French Service ○ Other service styles commonly used in Boston hotels 	6 hours

Hospitality Training Center 2016 Courses and Modules

Career Coaching Workshops		
Course/Module	Learning Objectives	Duration
INTERVIEWING SKILLS WORKSHOP	<ul style="list-style-type: none"> Present confidently and professionally to an interviewer with a focus on body language, appearance, facial expression, clarity of spoken language, and tone of voice Convey experiences and skills in a clear and concise manner 	6 hours total (2 sessions)
RESUME WRITING WORKSHOP	<ul style="list-style-type: none"> Ability to compose and complete a clear, concise, and effective resume that accurately represents skills, experiences, and accomplishments 	3-hour workshop
THE HIRING PROCESS & ONLINE APPLICATIONS WORKSHOP	<ul style="list-style-type: none"> Ability to navigate the online application process, link to an application, fill out forms, and upload a resume and cover letter 	3-hour workshop
ON-CALL BANQUET PROCESS	<ul style="list-style-type: none"> Understand the process for getting on-call banquet shifts and registering for banquet work 	3-hour workshop

Financial Literacy Coaching		
Course/Module	Learning Objectives	Duration
FINANCIAL LITERACY COACHING BEST Corp. collaborates with MassSaves to provide financial literacy, coaching, workshops and other resources. Please find more at massaves.org .	<ul style="list-style-type: none"> Why do I need a bank and what can a bank do for me? How to create a budget for your home life How to get a copy of your credit report and understand it How to save money Understanding the basics of pensions Understanding the basics of insurance 	Varies

Citizenship		
Course/Module	Learning Objectives	Duration
CITIZENSHIP	<ul style="list-style-type: none"> U.S. History and Civics lessons Understanding the N-400 application Preparation for the interview with a USCIS official Referral to support services if needed Follow up sessions and tutorials 	2 hours/week

Hospitality Training Center 2016 Courses and Modules

Computer Skills Enhancement		
Course/Module	Learning Objectives	Duration
<u>BASICS:</u> BASIC COMPUTER SKILLS	<ul style="list-style-type: none"> • Hardware: <ul style="list-style-type: none"> ○ Identify computer components and understand their functions • Software <ul style="list-style-type: none"> ○ Discuss and identify types of commonly used software ○ Understand and identify how to access software, including desktop icons • Keyboard <ul style="list-style-type: none"> ○ Identify special keys and their functions • Mouse Skills <ul style="list-style-type: none"> ○ Hand position ○ Click, drag, double-click, highlight 	6 hours total (3 sessions)
<u>BEGINNER:</u> WINDOWS 8.1 (TOUCHSCREEN)	<ul style="list-style-type: none"> • Introducing Win 8 <ul style="list-style-type: none"> ○ Start screen – Sign in / Sign out, Shut Down ○ Desktop & Start Bar ○ Touchscreen gestures • Working with Windows Apps <ul style="list-style-type: none"> ○ Start, Close, search for apps • Exploring the keyboard <ul style="list-style-type: none"> ○ Function keys ○ Settings 	7.5 hours total (3 sessions)
INTERNET	<ul style="list-style-type: none"> • Understand how to use a search engine • Understand and identify web browsers and their icons on the desktop • Become familiar with the parts of a browser toolbar • Understand web addresses and parts of web addresses 	7.5 hours total (3 sessions)
GMAIL (EMAIL)	<ul style="list-style-type: none"> • Create an account • Practice sending and receiving messages • Understand the components of an email address • Understand how to compose, reply and forward an email • Become familiar with sending and receiving attachments 	7.5 hours total (3 sessions)
GOOGLE DRIVE DOCUMENT	<ul style="list-style-type: none"> • Introduction to Google Apps & Google Drive • Logging in and accessing Google Drive • Creating, editing, printing, and closing a document • Inserting a photo, sharing documents 	5 hours total (2 sessions)

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<p>INTERMEDIATE:</p> <p>WINDOWS 8.1 (TOUCHSCREEN & MOUSE GESTURES)</p>	<ul style="list-style-type: none"> • Introducing Win 8 <ul style="list-style-type: none"> ○ Start screen – Sign in / Sign out, Shut Down ○ Desktop & Start Bar ○ Touchscreen & mouse gestures • Working with Windows Apps <ul style="list-style-type: none"> ○ Start, Close, search for apps • Exploring the keyboard <ul style="list-style-type: none"> ○ Function keys ○ Settings 	<p>5 hours total (2 sessions)</p>
<p>MICROSOFT OFFICE: MS WORD</p>	<ul style="list-style-type: none"> • Learn text formatting: font, font size, font style, and font color • Make lists using bullets and numbering • Understand how to add pictures, tables and charts • Add clip art, shapes, watermarks • Insert headers and footers • Utilize track changes 	<p>5 hours totals (2 sessions)</p>
<p>MICROSOFT OFFICE: MS EXCEL</p>	<ul style="list-style-type: none"> • Become familiar with the basic features of Microsoft Excel: Autosum and Autofill • Become familiar with the Ribbon • Learn to use basic formulas such as sum and average • Create charts <ul style="list-style-type: none"> ○ Learn to create tables with numerical data as well as text-based data 	<p>7.5 hours total (3 sessions)</p>
<p>MICROSOFT OFFICE: MS POWERPOINT</p>	<ul style="list-style-type: none"> • Become familiar with creating slides for a presentation • Learn slide layout, how to organize and format text, insert pictures • Manage transitions between slides and animation of text and pictures 	<p>7.5 hours total (3 sessions)</p>
<p>LEARN TO USE GOOGLE TABLETS & APPLE IPADS</p>	<ul style="list-style-type: none"> • Introduction to operating systems: Mac OS and Android OS • Google Tablets • iPad 	<p>5 hours total (2 sessions)</p>

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Pre-Employment Programs		
Course/Module	Learning Objectives	Duration
ROOM ATTENDANT	This five-week, full-time course trains participants for positions in hotel housekeeping departments and includes the following components: hands-on skills training in a model hotel room, two weeks of job shadowing at partner hotels, computer skills, ergonomics, chemical safety, blood-borne pathogens, cross-cultural communication skills, customer service, professionalism, financial literacy, branding, non-harassment, and hotel tours. Upon completion, participants enter Phase II, which includes guided job search sessions and career coaching.	150 hours
INTRODUCTION TO HOSPITALITY	This five-week, full-time course, the Mel King Empowerment Program, is for low-income Boston residents. The class includes an overview of the many entry-level positions in the hotel industry. Coursework covers topics such as customer service, professionalism, computer skills, ergonomics, chemical safety, blood-borne pathogens, cross cultural communication skills, branding and non-harassment. Guest speakers, hotel tours and job shadowing in our partner hotels are highlights of this course. Upon completion, participants enter Phase II, which includes guided job search sessions and career coaching.	150 hours
HOUSEKEEPING PRE-APPRENTICESHIP	This six-week, full-time course trains participants for positions in hotel housekeeping departments and targets those who wish to continue their careers in a variety of hotel departments and positions. The class includes training in a model hotel room, hotel tours, two weeks of job shadowing at partner hotels and covers topics such as customer service, professionalism, computer skills, ergonomics, chemical safety, blood-borne pathogens, cross-cultural communications skills, non-harassment and branding. Upon completion, participants enter Phase II, which includes guided job search sessions and career coaching. Participants seek positions at a partner hotel where they become apprentices and continue to fine-tune their new skills. Participants progress to the journeyman level when they complete the Housekeeping Apprenticeship. This program results in a nationally recognized credential as a Housekeeping Apprentice.	150 hours

Hospitality Training Center 2016 Courses and Modules

Education Advancement		
Course/Module	Learning Objectives	Duration
ENGLISH FOR HOSPITALITY SIX LEVELS AM AND PM CLASSES	<ul style="list-style-type: none"> • Ability to communicate with guests, supervisors, and co-workers using proper customer service language • Familiarity with career ladders within the industry • Computer assisted language learning (CALL) resources within the HTC computer lab • Vocabulary and best practices related to health and accessing health benefits • Ability to articulate goals, both personal and professional • Formal oral student presentation at the end of each cycle 	65 hours/cycle 3 cycles/year
ACADEMIC SKILLS (PRE-GED)	<ul style="list-style-type: none"> • Reading/Writing skills • Math skills 	5 hours/week



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