

Hospitality

VOC ED 239CE CUSTOMER SERVICE SKILLS- Fall 2022

This short-term vocational education course is designed to provide new and incumbent workers with effective techniques required to provide quality and memorable customer service. This course is also relevant for entrepreneurs who are interested in customer and client retention.

VOC ED 230CE 30 WAYS TO SHINE AS A NEW EMPLOYEE- Spring 2023

This short-term vocational education course is designed to provide new and incumbent workers "30 Ways to Shine as a New Employee" and increase their level of confidence and colleague relations. The topics covered include, but are not limited to, new beginners, understanding the workplace culture, and dealing with change. After completing this course, the student has an option to continue their education or become gainfully employed.

VOC ED 238CE JOB READINESS- Spring 2023

Students receive the necessary tools and skills to prepare for and achieve their career goals. Topics covered include, interest and skills inventory, goal setting, career exploration, workplace etiquette and culture, workplace laws, effective communication, conflict resolution, time management, job market realities, workplace skills contacting employers, preparing for the interview, getting hired, and keeping the job.

For more info, please contact:

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VOC ED 243CE FRONT DESK REPRESENTATIVE - MAKING A GOOD IMPRESSION Summer 2023

Front Desk Representative workshop is designed to provide new and incumbent workers with the tools to provide superior guest service. Students will learn, among other skills, how to use effective sales techniques, conduct guest check-ins, serve guests with special needs and turn customer complaints into opportunities to build great relationships with their guests.

VOC ED 249CE RESERVATIONIST SKILLS TRAINING- Summer 2023

New and incumbent workers learn essential computer-based reservation systems for efficient service. Students will learn to take reservations by phone, printed forms, block room, process payments and effective telephone sales techniques.

