

*BEST Corp.*

*Hotel Training Center*



2014 Catalog

# Hotel Training Center 2014 Courses and Modules



Greater Boston Hospitality Employers  
Local 26 Benefits Administration, LLC.

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# *Hotel Training Center*

## *2014 Courses and Modules*

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<i>Coming soon!</i>	
<i>Chronic Disease Self-Management Program</i>	

**For additional information on courses, schedules and eligibility contact:**



# Hotel Training Center 2014 Courses and Modules

Certification Modules			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>CPR/AED</b>	<ul style="list-style-type: none"> <li>Recognize an emergency</li> <li>Respond to an emergency by using action steps: Check, Call, Care</li> <li>Prioritize care</li> <li>Check an injured person</li> <li>Prevent a conscious adult from choking</li> <li>Provide basic first aid for soft tissue injuries</li> <li>Provide basic care for sudden illnesses until more advanced medical help arrives</li> <li>Control severe bleeding</li> <li>Use an automated electronic defibrillator</li> </ul>	3 hours	Basic Culinary Skills  Professional Food Server  General Skills Enhancement
<b>NATIONAL ENVIRONMENTAL HEALTH ASSOCIATION FOOD SAFETY</b>	<ul style="list-style-type: none"> <li>Recognize the risks faced by a food service establishment</li> <li>Assist in preventing the occurrence of unsafe habits that result in foodborne illness</li> <li>Protect food and food service equipment from contamination</li> <li>Practice good personal hygiene as it applies to the safe food handler</li> <li>Successfully and safely accept food deliveries</li> <li>Correctly stock and rotate food products</li> <li>Understand the guidelines of a safe food service facility</li> <li>Successfully clean and sanitize food service contact areas and equipment</li> <li>Recognize evidence of pests in a food service facility and understand the function of an integrated pest management system</li> </ul>	18 hours	Basic Culinary Skills  Professional Food Server  General Skills Enhancement
<b>TIPS</b>	<ul style="list-style-type: none"> <li>Help create and sustain a comfortable and relaxed atmosphere for patrons</li> <li>Exercise a degree of control within the environment of social drinking</li> <li>Influence aspects of drinking behavior to encourage responsible drinking</li> <li>Confidently intervene in and resolve troublesome situations</li> <li>Incorporate skills and expertise in a positive, meaningful way</li> <li>Use the knowledge gained in this class to recognize if a guest is approaching intoxication or is already intoxicated</li> <li>Use the knowledge gained in this class to prevent the illegal sale of alcohol to minors</li> </ul>	5-9 hours  (Dependent on participant's English reading and comprehension level.)	Professional Food Server  General Skills Enhancement

# Hotel Training Center 2014 Courses and Modules

Basic Culinary Skills			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>KITCHEN MATH</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of recipe terminology</li> <li>• Demonstrate understanding of liquid measurement values</li> <li>• Ability to convert liquid measurements from one value to another</li> <li>• Ability to increase or reduce recipe yields</li> <li>• Demonstrate understanding of fraction math</li> <li>• Demonstrate understanding of measuring utensils</li> </ul>	6 hours	Basic Culinary Skills
<b>KNIFE SKILLS</b>	<ul style="list-style-type: none"> <li>• Select and care for knives</li> <li>• Identify all parts of the knife</li> <li>• Use a utility knife safely:               <ul style="list-style-type: none"> <li>○ Clean</li> <li>○ Carry</li> <li>○ Sharpen</li> <li>○ Store</li> <li>○ Cut</li> </ul> </li> <li>• Position guiding hand correctly</li> <li>• Cut foods into a variety of shapes and sizes:               <ul style="list-style-type: none"> <li>○ Julienne</li> <li>○ Battonet</li> <li>○ Chiffonade</li> <li>○ Dice</li> </ul> </li> </ul>	12 hours	Basic Culinary Skills
<b>PAN SKILLS</b>	<ul style="list-style-type: none"> <li>• Properly clarify butter</li> <li>• Understand the proper techniques and guidelines necessary to               <ul style="list-style-type: none"> <li>○ Sauté</li> <li>○ Pan sear</li> <li>○ Pan fry</li> </ul> </li> <li>• Demonstrate basic egg preparation and flipping techniques</li> <li>• Demonstrate standard breading procedures and when to use each one</li> <li>• Understand the importance of timing when cooking multiple food items</li> </ul>	12 hours	Basic Culinary Skills
<b>SOUPS &amp; SAUCES</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of thickening agents</li> <li>• Ability to make and use a roux slurry and beurre manie</li> <li>• Ability to make and use a mirepoix</li> <li>• Demonstrate understanding of soups and sauces</li> <li>• Demonstrate understanding of mother sauces</li> </ul>	12 hours	Basic Culinary Skills

# Hotel Training Center 2014 Courses and Modules

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

# Hotel Training Center 2014 Courses and Modules

Professional Food Server, continued			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>BUFFET MODULE</b>	<ul style="list-style-type: none"> <li>• Demonstrate basic knowledge of all buffet equipment</li> <li>• Ability to set up a general buffet using correct sequential placement of foods, equipment, and utensils</li> <li>• Demonstrate knowledge of buffet staff and their responsibilities</li> <li>• Demonstrate knowledge of basic buffet etiquette</li> <li>• Ability to set up a basic buffet place setting</li> </ul>	3 hours	Professional Food Server  On-Call Banquet Server
<b>BANQUET TABLESETTING MODULE</b>	<ul style="list-style-type: none"> <li>• Demonstrate basic knowledge of all banquet equipment</li> <li>• Ability to set up a traditional banquet table</li> <li>• Demonstrate knowledge of banquet staff and their responsibilities</li> <li>• Ability to read and understand a B.E.O.</li> <li>• Ability to set a banquet table according to a specific B.E.O.</li> <li>• Ability to safely stack, lift and carry trays</li> </ul>	6 hours	Professional Food Server  On-Call Banquet Server
<b>BANQUET ORDER OF SERVICE MODULE</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of cocktail hour</li> <li>• Demonstrate understanding of serving appetizers and/or wine</li> <li>• Ability to greet guests, introduce oneself, and interact with guests in a professional manner</li> <li>• Understand importance of food allergies and ability to communicate this information successfully</li> <li>• Demonstrate knowledge of the sequence of service</li> <li>• Understand differences between banquet and table service</li> </ul>	6 hours	Professional Food Server  On-Call Banquet Server
<b>BANQUET STYLES OF SERVICE MODULE</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of and ability to execute various styles of service including:               <ul style="list-style-type: none"> <li>○ Escoffier Service</li> <li>○ French Service</li> <li>○ Other service styles commonly used in Boston hotels</li> </ul> </li> </ul>	6 hours	Professional Food Server

# Hotel Training Center 2014 Courses and Modules

Financial Literacy Workshop		
Course/Module	Learning Objectives	Duration
<b>FINANCIAL LITERACY WORKSHOP</b>	<ul style="list-style-type: none"> <li>• Why do I need a bank and what can a bank do for me?</li> <li>• How to create a budget for your home life</li> <li>• How to get a copy of your credit report and understand it</li> <li>• How to save money</li> <li>• Understanding the basics of pensions</li> <li>• Understanding the basics of insurance</li> </ul>	4.5 hours total  (3 sessions)

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

Basics of Healthy Cooking		
Course/Module	Learning Objectives	Duration
<b>BASICS OF HEALTHY COOKING</b>	<ul style="list-style-type: none"> <li>• Healthy Eating Patterns</li> <li>• A healthy plate</li> <li>• Nutrition, calories, and healthy portions</li> <li>• Healthy carbs, proteins, fats, and fiber</li> <li>• Vitamins, minerals, and cholesterol</li> <li>• Healthy ingredients</li> <li>• Reading food labels</li> <li>• Food substitutions</li> <li>• Fruits and vegetables by color</li> <li>• Fish, meats, and poultry</li> <li>• Techniques of healthy cooking</li> <li>• Basic knife skills</li> <li>• Dietary guidelines, recommendations and restrictions for special needs</li> <li>• MA Allergen Certification</li> <li>• Healthy salads, soups, and meals</li> </ul>	12 weeks/2 nights per week/ 3 hours per class/72 hours



# Hotel Training Center 2014 Courses and Modules

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

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Computer Skills Enhancement, continued			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>INTERMEDIATE:</b>  <b>WINDOWS 8 .1</b> <b>(TOUCHSCREEN &amp; MOUSE GESTURES)</b>	<ul style="list-style-type: none"> <li>• Introducing Win 8               <ul style="list-style-type: none"> <li>○ Start screen – Sign in / Sign out, Shut Down</li> <li>○ Desktop &amp; Start Bar</li> <li>○ Touchscreen &amp; mouse gestures</li> </ul> </li> <li>• Working with Windows Apps               <ul style="list-style-type: none"> <li>○ Start, Close, search for apps</li> </ul> </li> <li>• Exploring the keyboard               <ul style="list-style-type: none"> <li>○ Function keys</li> <li>○ Settings</li> </ul> </li> </ul>	5 hours total  (2 sessions)	General Skills Enhancement
<b>MICROSOFT OFFICE:</b> <b>MS WORD</b>	<ul style="list-style-type: none"> <li>• Introduce Web Apps &amp; MS Office</li> <li>• Learn text formatting: font, font size, font style, and font color</li> <li>• Make lists using bullets and numbering</li> <li>• Understand how to add pictures, tables and charts</li> <li>• Add clip art, shapes, watermarks</li> <li>• Insert headers and footers</li> <li>• Utilize track changes</li> </ul>	5 hours total  (2 sessions)	General Skills Enhancement
<b>MICROSOFT OFFICE:</b> <b>MS EXCEL</b>	<ul style="list-style-type: none"> <li>• Introduce Web Apps &amp; MS Office</li> <li>• Become familiar with the basic features of Microsoft Excel: Autosum and Autofill</li> <li>• Become familiar with the Ribbon</li> <li>• Learn to use basic formulas such as sum and average</li> <li>• Create charts               <ul style="list-style-type: none"> <li>○ Learn to create tables with numerical data as well as text-based data</li> </ul> </li> </ul>	7.5 hours total  (3 sessions)	General Skills Enhancement
<b>MICROSOFT OFFICE:</b> <b>MS POWERPOINT</b>	<ul style="list-style-type: none"> <li>• Introduce Web Apps &amp; MS Office</li> <li>• Become familiar with creating slides for a presentation</li> <li>• Learn slide layout, how to organize and format text, insert pictures</li> <li>• Manage transitions between slides and animation of text and pictures</li> </ul>	10 hours total  (4 sessions)	General Skills Enhancement
<b>MICROSOFT OFFICE:</b> <b>MS OUTLOOK</b>	<ul style="list-style-type: none"> <li>• Introduce Web Apps &amp; MS Office</li> <li>• Basic Features, Ribbon</li> <li>• Sending, receiving, organizing and managing email</li> <li>• Calendar, contacts, tasks</li> </ul>	5 hours total  (2 sessions)	General Skills Enhancement
<b>LEARN TO USE</b> <b>GOOGLE TABLETS &amp; IPADS</b>	<ul style="list-style-type: none"> <li>• Introduction to operating systems               <ul style="list-style-type: none"> <li>○ Mac OS and Android OS</li> </ul> </li> <li>• Google Tablets &amp; iPads               <ul style="list-style-type: none"> <li>○ Set-up, User settings, Apps, touchscreen gestures</li> </ul> </li> </ul>	10 hours total  (4 sessions)	General Skills Enhancement

# Hotel Training Center 2014 Courses and Modules

Room Attendant Training			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>ROOM ATTENDANT</b>	This six-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	Room Attendant

Education Advancement			
Course/Module	Learning Objectives	Duration	Certificate Track
<b>ENGLISH FOR HOSPITALITY FIVE LEVELS AM AND PM CLASSES.</b>	<ul style="list-style-type: none"> <li>• Ability to communicate with guests, supervisors, and co-workers using proper customer service language</li> <li>• Familiarity with career ladders within the industry</li> <li>• Ability to communicate through email</li> <li>• Computer assisted language learning (CALL) resources within the HTC computer lab</li> <li>• Vocabulary and best practices related to health and accessing health benefits</li> <li>• Ability to articulate goals, both personal and professional</li> <li>• Formal oral student presentation at the end of each cycle</li> </ul>	65 hours/cycle  3 cycles/year	Education Advancement
<b>PRE-GED CLASSES</b>	<ul style="list-style-type: none"> <li>• Reading/Writing skills</li> <li>• Math skills</li> <li>• Preparation for ESL Technology &amp; Transitions Class</li> </ul>	2.5 hours/week/class  3 cycles/year	Education Advancement
<b>ESL TECHNOLOGY AND TRANSITIONS CLASS</b>	<ul style="list-style-type: none"> <li>• Improve Reading / Writing Skills</li> <li>• Weekly online work to improve computer skills and prepare for online GED test</li> <li>• Preparation for GED classes</li> </ul>	2.5 hours/week In-class & Distance learning  3 cycles/year	Education Advancement

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