

Special limited time offer for food, beverage and hospitality workers and those interested in starting a career in the field:



Need a job?

Need an even better job?

Free professional development training can jumpstart or advance your career. Learn skills that will help you get a job, do a better job, get promoted and earn more money. Classes include...

- Core skills for all food & beverage employees
- TIPS and ServSafe certifications
- Food & wine pairing, upselling
- Food prep skills
- Customer service for the hospitality industry
- Management & supervision
- Plus much more (see other side for complete list)

The classes will be held at Holyoke Community College, 303 Homestead Avenue, Holyoke. They are being offered by Training and Workforce Options, a joint venture of Holyoke Community College and Springfield Technical Community College. The classes are being paid for, in part, by a rapid response grant from the Massachusetts Board of Higher Education; and course selections were developed with assistance from members of The Greater Springfield Convention and Visitor Bureau.

Preferred Qualifications: Desire to get a job or to advance your career. For unemployed workers, high school diploma or equivalent, English language ability, a clean CORI. and/or a good work history are helpful. For current employees, all you need is the recommendation of your employer.

**Hurry, classes start in May and end in June. Space is limited.
For more information and to sign up for an interview, contact:**

Let us work for you!



Springfield Technical & Holyoke Community Colleges

Bob Griffin, 413-552-2086

rgriffin@hcc.edu

Restaurant Track - For All Food and Beverage Employees - Core Skills

1a	Fundamentals of Restaurant Operations (including emergency situations and professional standards and behavior)	2 days	4 hours 8:30am to 12:30	Each class will be offered twice in May and once in June	\$195
1b	Customer First Service, Communication Skills, & Dealing with Difficult Situations	2 days			\$195
1c	ServSafe Course and Certification	2 days			\$195
1d	TIPS	1 day	8:30-1:30		\$99

Free

Free

Free

Free

Restaurant Track - Food Server/Host Option - Occupational Skills

2a	Etiquette and Proper Service	W	8:30-12:30	Jun 3	\$99
2b	Cross-Selling & Up-Selling Wine Pairing & Contemporary Cuisine	Th	8:30-12:30	Jun 4	\$99

Free

Free

Restaurant Track - Food Preparer Option - Occupational Skills

3a	Fundamentals of Math for Chefs	M & Tu	8:30-12:30	May 4-5	\$195
3b	Product Knowledge for Food Preparers	W	8:30-12:30	May 6	\$99
3c	Knife Skills 1	Th	1:30-5:30	May 7	\$99
3d	Knife Skills 2	M	1:30-5:30	May 11	\$99

Free

Free

Free

Free

Hotel Track

4a	Fundamentals of Hospitality Operations (emergencies, standards, behavior, etc.)	M & W	8:30-12:30	Jun 1 & 3	\$195
4b	Safety & Sanitation	M	1:30-5:30	Jun 1	\$99
4c	Customer First Service, Communication Skills, & Dealing with Difficult Situations	Tu & W	1:30-5:30	Jun 2-3	\$195
4d	Etiquette and Proper Service	Th	1:30-5:30	Jun 4	\$99
4e	Understanding the Hotel Business and Operations	M	8:30-12:30	Jun 8	\$99

Free

Free

Free

Free

Free

Supervisors and Managers

5a	Supervisory Skills: Managing Past Peers, Coaching, Mentoring, Handling Difficult Employees, Performance Reviews, etc.	2 days M & Tu	8:30-12:30	Once in May & once in June	\$195
6a	Managing Multiple Priorities (Time Management)	M	8:30-12:30	Once in May & once in June	\$99
6b	Communication Skills and Conflict Management	Tu	8:30-12:30		\$99

Free

Free

Free