



## Hospitality Basics Certification Program

This comprehensive 30-hour training program will prepare the student to enter the ever-growing food service industry with confidence and industry recognized credentials. The program includes the following four (4) modules:



- **ServSafe® Manager**

This course will provide training to enhance the knowledge of current and prospective foodservice managers in the principles of food sanitation and safety including the Hazard Analysis Critical Point system. **Course includes** Sanitation Concepts and the Dangers of Foodborne Illness, Safe Operation and Preventing Cross Contamination, and Applying Sanitation and Cleaning Concepts to the Overall Operation including Pest Management. The ServSafe® Manager (FMC) National Certification meets the NJ Department of Health and county ordinances for food handlers and managers working in “risk 3” food establishments.



- **Heartsaver® First Aid CPR AED**

Heartsaver® First Aid CPR AED teaches students the critical skills needed to respond to and manage an emergency until emergency medical services arrives. Skills include first aid, choking relief in adults, children, and infants; and what to do for sudden cardiac arrest in adults, children, and infants. **Course includes** First Aid Basics, Medical Emergencies, Injury Emergencies, Environmental Emergencies, Preventing Illness and Injury, Adult CPR and AED Use, Child CPR and AED Use, Infant CPR, and Opioid-Associated Life-Threatening Emergencies. **Course Features** - video-based course ensures consistency, instructor-led, hands-on class format reinforces skills proficiency.



- **Manage First: Customer Service**

This course covers the importance and general concepts of customer service. This national certification focuses on customer service for the food service industry and includes: Customer-Centric Service, Designing and Implementing an Effective Customer Service Program, the Professional Server, Greeting and Seating Customers, Dining Room Service, Guest Payment and Service Recovery, and Marketing the Positive Guest Service Experience.

- **Job Readiness and Employability Skills for Today’s Workforce**

**Course Includes:** Resume Writing and Cover Letters, Behavior-Based Interview Techniques, Electronic Application Process, Acing that Phone Interview, and Interview Skills and Etiquette.

### **Program Schedule:**

**Mon, Weds, & Thurs, October 21 - 31 from 9:30 am to 1:30 pm**

**Tues, October 22 & 29 from 9:30 am to 12:30 pm**

**Location: WCCC Phillipsburg Education Center, 445 Marshall St., Phillipsburg, NJ 08865**

**Call 908-689-7613 for more information**