



### **SSA102 Certified Dining Room Associate™ (DRA)**

Debbie Thomas CSEP CDP

Validate your commitment to the industry. Gain an in-depth knowledge of the dining room area. Upon completion of the online examination, you will hold a certification at the introductory level of the hospitality industry and will have the benchmark of using DRA after your name.

**Who Should Enroll?** Level entry hospitality professionals

**Pre-requisite:** None      **Class Time:** 8 hours      **Workbook** (English & Spanish)

### **SSA 103 Certified Dining Room Professional™ (CDP)**

Debbie Thomas CSEP CDP

Achieve the high professional standard in the food service industry and be conversant with every aspect of the dining shift from set up to tear down. Give the guest 150% customer satisfaction. Attain the Certified Dining Room Professional (CDP)™

***The Certified Dining Room Professional (CDP)™ is accredited by the International Sommelier Guild (ISG), endorsed by the American Culinary Federation (ACF) and licensed by the Federation of Dining Room Professionals.***

#### **Who Should Enroll?**

Restaurant and catering company owners; banquet managers; seasoned wait staff; human resource trainers with a food and beverage background; and seasoned dining professionals interested in hospitality-training related careers.

#### **Course Description**

- Classic and Contemporary Styles of Service
- Alcohol and Hot and Cold Beverage Service
- Equipment Usage, General Practices and Common Sense Rules
- Menu Presentation and Wine List Handling
- Order Taking, Approaching the Table and Proper Guest Departure Handling
- In-depth Cocktail/Beer knowledge
- Advanced Table Maintenance and Set Up
- Cooking Essentials, Garde Manger, Restrictive diets
- Classic Sauces and Soups, Cuts of Fish, Meat and Poultry

**Pre-requisite:** 2 years on the dining room floor eligibility requirements

**Class Time:** 16 hours

**Workbook:** 446 page manual, application, written or on line examination

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### **SSA104 Bartender Training© AH&LEI**

Create a professional personality at the bar, maintain profits, tips, and manage bar staff. This course may also include skills validation tests and field trips, as well as classroom instruction including the following;

- Knowledge for All Bartenders; keeping inventory, key control, and requisition bar stock, basic US alcoholic beverage laws and sanitation. Department specific information such as performing opening side work, set up, stocking and maintaining off premise bars, pickup/serve food orders, greeting guests, taking orders, serving complimentary food, understanding matching glassware and types and levels of alcoholic beverages, up-selling at the bar.
- Preparing Alcoholic beverages, prepare orders for room service, clean bar top and lounge during service, process drink reorders, respond to dis-satisfied guests, settle guest checks. Make entries in the Bar Logbook, execute last call, clean and secure Bar and Lounge, balance bank, make shift deposit and collect due backs and much more!

**Prerequisite:** None \*Eligibility requirements if taking examination

**Materials:** Workbooks & Certificate of Completion

**Time:** 8 hours

### **SSA105 TIPS Alcohol Awareness Training Certification**

**"The Solution:** TIPS "On Premise Program" empowers you and your employees to take a Pro-active approach toward preventing alcohol misuse and maintaining control of the environment. By training your staff to recognize the signs of intoxication, you can reduce the chance that an alcohol-related incident will occur. TIPS- trained servers show your customers That you care about:

- Compliance with state and local regulations, protection from alcohol liability lawsuits
- Decreased penalties for alcohol violations
- Better bottom line through lower insurance premiums
- Improved customer service
- Increased staff professionalism
- Mandatory in most USA states and counties
- Important worldwide to protect your establishment and increase customer satisfaction

**Pre-requisite:** None

**Materials:** Workbooks & Examinations - 3 Year Certification

**Time:** 6 hours



**SSA 106 &107 Restaurant & Banquet Server Training @AH&LEI**

To perform well, an employee needs to know about the property, his or her department, and his or her position. The manual used in the classroom continues to re-enforce standards as it becomes the 'employees' manual' on the job.

- Knowledge for All Representatives; property specific and general employee
- Knowledge for all Front of the House Food and Beverage Employees; department specific information such as telephone courtesy, U.S Alcoholic beverage laws, the par stock system, blood borne pathogens, personal appearance, emergency situations, lost and found, safe work habits, managers on duty, general property fact sheets, employee policies, and American Disabilities Act
- Knowledge for restaurant servers; Servers get specific information about topics such as suggestive selling and up selling and the par stock system
- Restaurant server Job Breakdowns with a list of equipment and supplied needed to perform task; for example set up for service, stock and maintain side stations, wash and sanitize glasses, greet and seat guests, approach the table, prepare and serve all food and beverage, respond to dissatisfied guests and table maintenance, presenting menus, wine lists, and final bill,
- Steps, how-to's and tips explaining the method of performing the tasks.
- Banquet server job breakdowns with a list of equipment supplied needed to perform each task; for example following banquet event orders and change orders, prepare all mis en place equipment, set tables for banquets, prepare and serve all food and beverage orders, serve each course as sit down banquets, maintenance of table during service.
- Set up and maintenance of Hors D'oeuvres Receptions, break and continental breakfast service, cocktail receptions, service for children, dissatisfied guests clear tables and performance of end of shift duties, and much more!

**Prerequisite:** None \*Eligibility requirements if taking examination

**Materials:** Workbooks & Certificate of Completion

**Time:** 16 hours (2- 8 hour sessions)



### **SSA201-Front Desk Representative® AH&LEI**

**Who should enroll:** Hospitality professionals working front desk or cross training. Anyone seeking a level entry Guest Services staff position, interested in a career path in hospitality rooms division, and hospitality professionals seeking to cross train in other departments.

**Course description:** To perform well, an employee needs to know about the lodging property, his or her department, and his or her position. The manual used in this guest services session continues to re-enforce standards, as it becomes the 'employees' manual' on the job. Session may include field trips to hotels and/or resorts, if not on site already.

The first part, Employee Job Knowledge, includes;

- Knowledge for All Representatives; property specific and general employee
- Knowledge for All Front Desk Employees; department specific information such as telephone courtesy, guestroom types, security, recycling procedures, safe work habits, personal appearance, employee policies and the American Disabilities Act.
- Knowledge for Front Desk Representatives; position specific information such as computer system, room rates terms and VIP's.

The second session, Employee Job Skills, includes;

- Task List specific to the job at hand, Job Breakdowns with a list of equipment and supplies needed to perform the task, Use of all front desk technological systems, logbooks, pre-registration setups, guest check in and payment options, sales techniques, use of manual room rack system.
- Processing all room documents, guest mail, credit checks, maintain guest information directories, assistance with special requests and problems, wake up calls, processing no shows, process automatic guest check out systems, preparing current status reports, complete and return shift checklists responding to first aid and emergency situations. Steps, how-to's, and tips, explaining the method of performing the tasks are reviewed throughout the session. Participants will come away with an in-depth knowledge of entry level guest services at the front desk.

**Prerequisite:** None \* eligibility requirements if taking examination

**Class Time:** 16 hours

**Workbooks:** Manual & Certification of Completion & examination if requested



### **SSA202 Concierge Specific Knowledge® AH&LEI**

**Who should enroll:** Hospitality professionals working front desk or cross training. Anyone seeking a level entry Guest Services staff position, interested in a career path in hospitality rooms division, and hospitality professionals seeking to cross train in other departments.

**Course description:** These job tasks and descriptions are specific to the Concierge servicing the guest at the concierge desk from arrival to departure: Use concierge logbook, post guest charges and payments, order VIP amenities, prepare and place welcome notes in guestrooms, help guests with future reservations, help guests with airlines/railway reservations, rent cars for guests, arrange limousine service and taxi service for guests, help guests arrange business services, arrange tours for guests

**Pre-requisite:** SSA201    Class Time: 8 hours    Manual & Certificate of Completion\*

\*Requirements to sit for examination

### **SSA203 PBX Operator Specific Knowledge® AH&LEI**

These job tasks and descriptions are specific for PBX Operator servicing the guest at the telephone system which may or may not be visible to guests: Use of switchboard, respond to guest questions about services and events, help guests make International and local calls, process guest telephone charges, process mail, packages, telegrams etc, complete the PBX shift checklist, complete and run reports and forms, keep PBX area organized and clean

**Pre-requisite:** SSA201& 202    Class Time: 8 hours    Manual & Certificate of Completion\*

\*Requirements to sit for examination



### **SSA204 Bell Attendant Specific Knowledge® AH&LEI**

**Who should enroll:** Hospitality professionals working front desk or cross training. Anyone seeking a level entry Guest Services staff position, interested in a career path in hospitality rooms division, and hospitality professionals seeking to cross train in other departments.

**Course description:** These job tasks and descriptions are specific for Bell attendant servicing the guest at his/her station and interacting with the guests from arrival to departure: Use bell stand telephone system, maintain bell stand logbook/ front sheets, load and transport luggage and other articles, provide door service for guests, Assist in rooming guests, assist guests at check out, provide storage for guest luggage, show rooms/ check rooms for occupancy, process room charges, arrange for or hail taxi for guests, Process deliver mail , messages, faxes etc, provide valet parking, deliver guest service equipment and supplies, arrange for service requested by guests, operate property equipment, clean lobby/ bell stand/ luggage carts

**Pre-requisite:** SSA201, 202, 203 Class Time: 8 hours Manual & Certificate of Completion\*Requirements to sit for examination

### **SSA401 Associate Wine Steward Certification ® FDRP**

**Who should enroll:** Restaurant owners, managers, wait staff, winery employees, and entrepreneurs, wine distributor sales employees, bar managers, bartenders, wine enthusiasts, food and beverage managers, and those interested in moving into hospitality-related careers.

**Course description:** This course will also assist attendees to understand essential wine categories, organization, and principles of winemaking, as well as the main grapes, wine history and wine procedures and protocols. Graduates will be able to create an engaging experience for guests by acquiring knowledge in the arena of food and wine pairing, wine list handling, and wine recommendations. They will then take an examination and upon successful completion, receive the designation WSA (Wine Steward Associate) and proudly wear the label pin. Wine Tasting with SSA Wine Educator may be included for an additional fee.

**Course Objectives:** At the end of this session, participants will: understand the basic principles of winemaking, differentiate and understand New World and Old World Wines, conduct proper wine tasting techniques, understand the worlds most famous red & white grape varietals, be familiar with the terms you must know in order to communicate with success, be knowledgeable in basic wine essentials, styles and food pairings.

**Pre-requisite: none** Class time: 8 hours Handout: manual



**SSA504 Certified Department Hospitality Trainer ®AH&LEI\***

**Who should attend:** Training managers, anyone who is presently, or has a documented history of, training line level employees in the hospitality industry?

**Course Description:** In this “train the trainers” session, you will identify the proven methods to follow through after service training implementation. “Re-invent” hospitality protocol and procedures to match the learning style of your employees. Understand how to schedule, reinforce, and measure; group, one on one, on site, and off site training programs. Learn the language of empowerment, and the costs and preparation of training programs. Recognize key points in adult learning, coaching trail performances, and communication elements and myths. Produce successful orientations and winning group training sessions with the proper use of a volume of audio visual aids. Finally hold the designation of Certified Department Hospitality Trainer after successfully completing the course and examination and gain the ability to put the CHDT after your name.

**Pre-Requisite:** Eligibility requirements & pre-session application acceptance

**Class Time:** 16-24 hours with final day ½ day review & examination  
**Materials:** Workbooks, handouts and 2 hour 50 multiple choice examination



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