



2009-2010 School for the Service Arts Programs

School for the Service Arts, Inc is a traveling school where we come right to you, working at your property with your staff around busy shift schedules!

Grasp important tips and techniques for providing good service, supervising service, and training your staff in how to provide superior service in all segments of hospitality. Participate in fun, informative sessions with your team of hospitality professionals, while taking a good look at your own procedural training manuals and techniques. There is something in these workshops for everyone who is passionate about professional teamwork and the Art of Service.

In these sessions you and your team will gain exceptional knowledge of your "brand" of hospitality and learn to utilize the tools to put your team all on the same service page, embed quality into every day procedures, and provide 150% customer service. Learn how to surpass the competition, brand your service, and empower your staff to "buy in" to your vision, mission and goals.

The following courses are offered by School for the Service Arts, Inc (SSA). To gain additional information about the courses, contact CEO Debbie Thomas CSEP CDP for more information at 760 716 5509 or via email: debbie@schoolfortheservicearts.com

Public courses and workshops are offered at various times according to scheduling and prices vary according to regional and global arenas. Please check the calendar page for dates, times, and prices in your area. Please contact Ms. Thomas for availability on private sessions at your property.

760 716 5509 or via email: debbie@schoolfortheservicearts.com



2009-2010

PROFESSIONAL SERVICE ARTS TRAINING

- SSA 101 "Essentials of Service Arts"© SSA
- SSA 102 "Certified Dining Room Associate"® FDRP*
- SSA 103 "Certified Dining Room Professional" ® FDRP
- SSA 104 "Bartender Training" ® AH&EI*
- SSA 105 "Training Intervention PreventionS Alcohol Awareness Training" (TIPS) ® Health Communications Inc
- SSA 106 "Restaurant Server" ® AH&LEI
- SSA 107 "Banquet Server" ® AH&LEI

FRONT DESK REPRESENTATIVE

- SSA 201 "Front Desk Representative" ® AH&LEI
- SSA 202 "Concierge" ® AH&LEI
- SSA 203 "PBX OPERATOR" ® AH&LEI
- SSA 204 "BELL ATTENDANT" ® AH&LEI

MEETING & EVENT MANAGEMENT

- SSA 301 "Event Catering and Hospitality Services For the Event Manager"© SSA
- SSA 302 "Event Organization"© SSA
- SSA 303 "Event Protocol"© SSA
- SSA 304 "Social Event Management"© SSA

WINE EDUCATION

- SSA 401 "Associate Wine Steward Certification"® FDRP
- SSA 402 "Wines of Spain" © SSA
- SSA 403 "Wine Essentials"© SSA
- SSA 404 "Red, White and Bubbles"© SSA
- SSA 405 "Scouting Wine Regions"© SSA
- SSA 406 "Food and Wine Pairing"© SSA

* Federation of Dining Room Professionals™

*American Hotel and Lodging Association Educational Institute™



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MANAGEMENT TRAINING

SSA 501 "Understanding Leadership Styles" © SSA

SSA 502 "New Managers Training" © SSA

SSA 503 "Managing Managers/Managing Others" © SSA

SSA 504 "Certified Department Hospitality Trainer" ® AH&LEI

CUSTOMER SERVICE TRAINING

SSA 601 "Exceeding Guest Expectations" ® SSA

SSA 602 "Going the Extra Mile: Customer Service Skills"© SSA

SSA 603 "G.R.E.A.T.: Guest Room Exceptional Attendant
Training"© SSA

CERTIFICATION COURSES

(Eligibility requirements and examination)

SSA 102 "Certified Dining Room Associate"® FDRP

SSA 103 "Certified Dining Room Professional" ® FDRP

SSA 104 "Bartender Training" ® AH&EI

SSA 105 "Training Intervention PreventionS Alcohol

Awareness Training" (TIPS) ® Health Communications Inc

SSA 201 "Front Desk Representative" ® AH&LEI

SSA 202 "Concierge" ® AH&LEI

SSA 203 "PBX OPERATOR" ® AH&LEI

SSA 204 "BELL ATTENDANT" ® AH&LEI

SSA 401 "Associate Wine Steward Certification"® FDRP

SSA 504 "Certified Department Hospitality Trainer" ® AH&LEI

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