

Hospitality Industry Professional

Instructor:

Frances Normore

Phone:

(918) 581-1256

Location:

Goodwill Industries
of Tulsa, Inc.
2800 Southwest Blvd.
Tulsa, OK 74107

Hours:

8:30 am—4:00 pm
Monday—Friday



4 Week Course

COURSE REQUIREMENTS

- Minimum 18 years old
- Background Check
- Drug Screen
- High School Diploma or GED

COURSE OUTCOMES:

- Exceptionally prepared hospitality professional
- Fully trained to successfully attain AHLEI Guest Service Gold Certification

Front Desk Representative

- Reservations, record keeping, room assignments, and payment processing
- Perform various additional administrative duties with customer service excellence

Introduction to Management

- Development of effective delegation and problem solving skills
- Communication skills to equip employees with knowledge, tools, and information to achieve success
- Employee engagement and team building skills to maintain high standards of courtesy and professionalism

Banquet/Restaurant Server

- Event setup, customer service, and food preparation
- Food delivery, replenishment, and event clean up

Guestroom Attendant

- Linen preparation, room cleaning, bed making, and light cleaning duties
- Guest services assistance, maintenance reporting, and room inspections

2017 Hospitality Class Schedule

JANUARY

1/16/17—2/10/17

Monday—Friday
8:30 am—4:00 pm

FEBRUARY

2/13/17—3/10/17

Monday—Friday
8:30 am—4:00 pm

MARCH

3/13/17—4/7/17

Monday—Friday
8:30 am—4:00 pm

APRIL

4/10/17—5/5/17

Monday—Friday
8:30 am—4:00 pm

MAY

5/15/17—6/9/17

Monday—Friday
8:30 am—4:00 pm

JUNE

6/19/17—7/14/17

Monday—Friday
8:30 am—4:00 pm

JULY

7/17/17—8/11/17

Monday—Friday
8:30 am—4:00 pm

AUGUST

8/14/17—9/8/17

Monday—Friday
8:30 am—4:00 pm

SEPTEMBER

9/18/17—10/13/17

Monday—Friday
8:30 am—4:00 pm

OCTOBER

10/16/17—11/10/17

Monday—Friday
8:30 am—4:00 pm

NOVEMBER

11/13/17—12/8/17

Monday—Friday
8:30 am—4:00 pm

DECEMBER

12/18/17—1/12/18

Monday—Friday
8:30 am—4:00 pm