



# Hospitality and Tourism Training

## Train for an Exciting Career in the Hospitality and Tourism Industry

Classes run Monday through Friday from 8:30 a.m. - 2:00 p.m. Goodwill's seven-week Hospitality & Tourism Training program provides classroom learning and hands-on training in this quickly-growing industry utilizing the American Hotel & Lodging Educational Institute Curriculum.

Students receive an overview of the hospitality and tourism industry, including instruction in banquet set-up, customer service, in-depth reservation training, front desk service, hospitality laws, and revenue management. The course also offers certifications in ServSafe® Food and ServSafe® Alcohol. All participants receive employability skills training in résumé development, interview techniques, company research, and career search strategies.

### PROGRAM BENEFITS

- 7-week program
- American Hotel & Lodging certification available
- National Career Readiness certification
- ServSafe® Food & ServSafe® Alcohol certification

### HANDS-ON TRAINING

- Customer service
  - Industry etiquette
  - Conflict management
  - Customer service techniques
- Banquet set-up & service
- Four-star/Three-diamond level customer service
- Wine appreciation
- Front office
- Hotel positions
- Waitering

### CAREER OPPORTUNITIES

- Hotels / Airports / Rental Car Agencies
  - Food & Beverage / Banquet Service / Cruises
  - Corporate Hospitality / Event Planning / Theaters
  - Museums / Concierge / Country Clubs

For more information, please call the Goodwill Job Connection at 704.372.3434

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Industries of the Southern Piedmont

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