

HOSPITALITY TRAINING ACADEMY

COURSE GUIDE

2024

**EMPLOYEES RISE TO THE LEVEL OF THEIR TRAINING.
NOT TO THE LEVEL OF YOUR EXPECTATIONS.**

Our goal is to **provide the best programs** possible to train and educate the current and future hospitality workforce in our state.

We are dedicated to **professional development** and **personal growth**.

RIHA members have access to our **Hospitality Training Academy** curriculum. Many of these trainings include a members-only discount.

We can conduct these trainings **in-house** at your place of business for your whole team, or join us **off-site** for a group training session.

Need something more specific?

We build personal training programs!

Questions?

Contact Traci Dufresne, Director, Education Foundation
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FOOD SAFETY TRAINING & CONSULTATION



- ServSafe® Food Safety Manager
 - Certification & Recertification
- ServSafe® Food Handler Certification
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SERVSAFE® FOOD SAFETY MANAGER CERTIFICATION

This is a comprehensive one-day course from 8:00am-4:30pm. This 8-hour training meets the RI Department of Health requirements and is available in a classroom setting (in-person) or online (followed by a proctored in-person exam session at our office).

- \$195 per person | classroom setting: in-person
- \$209 per person | online: includes course, exam voucher & proctor fee
- \$1,230 per private class + \$60/person for textbook | classroom setting: in-person

SERVSAFE® FOOD SAFETY MANAGER RECERTIFICATION

This is a renewal exam for recertification. Students may attend a 30-minute review session followed by a classroom style paper examination in-person OR take an online proctored exam at our office (does not include review session). The printed examination is held from 2-4:30pm on the same day as all scheduled ServSafe® classes with exam results in approx. 2-3 weeks. Online exams must be scheduled privately through RIHA with exam results immediately upon completion.

- \$89/person | in-person paper exam or online proctored exam at our office

SERVSAFE® FOOD HANDLER CERTIFICATION

2-hour training for employees covering basic food safety, personal hygiene, cross contamination, allergens, time/temperature, and cleaning/sanitation.

- \$325 per private class + \$22/person for textbook | classroom setting: in-person
- \$15 per person | online course

SERVSAFE® ALLERGENS

1-hour training covering critical information about accommodating guests with food allergies.

- \$325 per private class | classroom setting: in-person
- \$22 per person | online course

NOROVIRUS

1.5 hour training covers dangers of Norovirus and how to minimize the impact of it on your business.

- \$325 per private class | available in classroom setting only

KITCHEN SAFETY AUDITS

Private review/in-depth analysis of your kitchen operation with a personalized findings report compared to RI Food Code Regulations.

- \$520 | includes inspection, written findings report, and 30-day follow up inspection
- \$295 each | follow-up quarterly inspections

ALCOHOL TRAINING & CERTIFICATION

- ServSafe® Alcohol Certification

DID YOU KNOW?

RI law mandates the following people obtain an alcohol training certification:

- All persons who sell or serve alcoholic beverages including servers, bartenders, service staff (this also includes anyone handling to-go alcohol)
- Anyone whose job description entails the checking of identification for the purchase of alcoholic beverages such as bouncers and hosts
- Valet parking staff
- Anyone serving in a supervisory capacity over the above groups

SERVSAFE® ALCOHOL

This 2.5 hour training covers the trends and risks related to the responsible sale and service of alcohol and meets the RI State requirements for alcohol certification. Successful completion of the ServSafe Alcohol training program results in a certification from the National Restaurant Association, good for three years.

- \$325 per private class + \$22/person for textbook | in-person
- \$35 per person | online course



THINK ONE BAD APPLE DOESN'T MATTER? THINK AGAIN.

HERE'S SOME FOOD FOR THOUGHT:

- After one negative experience, **51% of customers** will **never** do business with your company again.
- **96% of unhappy customers** won't complain directly to you about a bad experience. Instead, they'll **tell an average of 9-15 people** all about it.
- **92% of consumers** trust suggestions from **friends & family** more than advertising.
- **70% of consumers** say they'll **spend more money** to do business with a company that delivers great service.

ESSENTIAL SKILLS TRAINING

- First Impressions: Exceptional Customer Service™
- Lasting Impressions: The Core of Communication™
- Hospitality: The Third Language™

FIRST IMPRESSIONS: EXCEPTIONAL CUSTOMER SERVICE™

This three-hour facilitated training focuses on communication skills with add-on components including appearance, hygiene, posture, handshakes, and body language. Additionally, this program covers tone of voice, choosing the right words, serving dissatisfied customers, and the use of different communication styles in order to address conflict resolution.

- \$325 | in-person private class

LASTING IMPRESSIONS: THE CORE OF COMMUNICATION™

A secondary training program to First Impressions: Exceptional Customer Service™, Lasting Impressions offers trainees the opportunity to build the soft skills concepts that were introduced in their prior training session while exploring communication styles among generations.

- \$325 | in-person private class

HOSPITALITY: THE THIRD LANGUAGE™

This 6-hour training program implements a whole-team approach that focuses on transcending cultural differences. Native and non-native English speakers will develop a better understanding of how diversity builds the culture of your establishment. This program is based on 6 key components: trust, conflict, accountability, commitment, communication, and results. Emphasis is placed on how our guests are at the center of it all. Team building and language skills exercises are the heart of this course, building employee engagement that will last long after the class is over.

- \$975 | in-person private class

ESSENTIAL SKILLS TRAINING

- Boost Your Service Game
- Guest Service Gold®
- Human Trafficking
- Workplace Harassment

BOOST YOUR SERVICE GAME

Front of house staff are the face of your business. This 3-hour sales training covers giving purpose and perspective, building knowledge and confidence, encouraging a positive work ethic, creating a team environment, serving better, selling more, making more money, and having fun doing it!

- \$325 | in-person private class
- \$35 per person | public class (schedule varies)

GUEST SERVICE GOLD® AND CERTIFIED GUEST SERVICE PROFESSIONAL (CGSP)

Guest Service Gold® is the American Hotel & Lodging Educational Institute's best-selling hospitality training program. It has now been expanded to address the guest service needs of all tourism businesses, so employees can deliver superior service that keeps guests raving. Trainees learn how to anticipate guest needs, deliver memorable experiences, and turn around difficult situations. This training leads to the Certified Guest Service Professional (CGSP) designation. Options include:

- *Guest Service Gold: Making Connections*
- *Guest Service Gold: Golden Opportunities*
- *Guest Service Gold Tourism*
 - \$325 per private class + \$22/person for textbook | in-person
 - \$35 per person | public class (schedule varies)

HUMAN TRAFFICKING

This training is specifically for hotel staff – particularly housekeeping, front desk, and security - and focuses on recognizing the signs on human trafficking and how to report suspicious activity in hotels.

- \$325 | in-person private class

WORKPLACE HARASSMENT

The potential for harassment, including sexual harassment exists in every workplace, regardless of the industry. The number of workplace harassment claims filed during recent years has increased dramatically. RIHA has developed a comprehensive overview of Workplace Harassment to inform employers on their legal obligations and how to handle complaints.

- \$325 | in-person private class

Additional fees may apply. Contact RIHA to schedule a training.

MANAGEMENT TRAINING

- Coaching for Managers
- Personalysis
- Ask The Expert
- Employer of Choice: Strategies for Hiring & Retention

COACHING FOR MANAGERS

Studies show the number one cause of employee turnover is poor management. Great managers reduce turnover and control employee retention. This three day training course covers communication skills, leadership styles, conflict resolution, emotional intelligence, and best practices for winning teams.

- \$325 per person | RIHA Member Pricing
- \$399 per person | Non-Member Pricing
- \$2750 | in-person private class

COACHING FOR MANAGERS: Level 2-Employer of choice Strategies for Hiring & Retention

Equip your leaders with the knowledge and skills to attract and retain top talent, foster employee engagement, and create a positive workplace culture where employees excited to work for you. Our two-day hybrid training model combines theoretical knowledge with practical applications, case studies, and interactive exercises for real-life scenarios

- \$225 per person

PERSONALYSIS

Personalysis can help take the guesswork out of understanding why people do what they do. Learn how to build stronger relationships, get better results, and sustain higher levels of performance. Sessions require a minimum of six and maximum of twelve team members.

- Three-Hour Session | \$315/person
- Six-Hour Session
 - \$525/person for (1) six hour session (plus lunch break)
 - \$630/person for (2) three hour sessions

ASK THE EXPERT

Ask the Expert sessions are generally 1 to 1.5 hours in length on a specific topic. They are offered in webinar or private session format. Participants have the opportunity to ask questions of an industry expert. Sample topics include food cost control, paid sick leave, wage & hour, LGBTQ awareness and new hire orientation.

- \$10 per person | private webinars
- \$325 | in-person private class

Additional fees may apply. Contact RIHA to schedule a training.



TRAINING & CERTIFICATIONS

- Restaurant Professional
- Restaurant Supervisor
- Restaurant Manager

ServSuccess is a new education program that provides restaurant employees and employers with training and professional certifications. With the flexibility of online delivery and the brevity of “bite-sized” segments, ServSuccess learning is designed for professionals who know late nights and long workweeks all too well. The complete Learning Suites are offered for a discounted price, however a la carte pricing for individual modules is available as well.

RESTAURANT PROFESSIONAL LEARNING SUITE | \$90 PER PERSON

master the skills and competencies necessary for entry-level roles

MODULES AND A LA CARTE PRICING INCLUDES:

BOH Pre-Production | \$20

- Back-of-the-House Roles & Skills
- Receiving & Storing Protocols
- Preparation Equipment
- Knives, Cutters & Mixers
- Production & Presentation Methods

BOH Production | \$20

- Smallwares
- Dry-Heat Cooking Methods
- Moist-Heat & Combination Cooking Methods
- Quality Production Protocols & Equipment
- Plating & Presentation

Basic Business Operations | \$20

- Cost & Profitability
- Maintaining Product Quality & Cost Control
- Marketing & Effective Branding

FOH Basic Operations | \$20

- Front-of-the-House Positions, Tools & Service Styles
- Reservations & Orders
- Processing Payments
- Service Recovery

FOH Service & Communication | \$20

- Hospitality, Customer Service & Teamwork
- Team Member Characteristics
- Communication
- First Impressions
- Guest Needs
- Products & Service



Restaurant Supervisor Learning Suite | \$90 per person

strengthen and grow your expertise as a leader to reach the next level

MODULES AND A LA CARTE PRICING INCLUDES:

Controlling Costs | \$40

- Production Costs
- Production Quality & Waste
- Beverage Cost Controls
- Service and Portion Controls
- Labor Cost Controls
- Forecasts & Scheduling
- Cash Management
- Revenue Security: Part One
- Revenue Security: Part Two

Cost Control Fundamentals | \$40

- Your Role in Cost Control & Food Cost
- Labor Cost & Understanding Profitability
- Controlling Costs during Purchasing & Receiving
- The Inventory Process
- Calculating & Pricing Inventory
- Controlling Costs during Storage & Issuing

Leadership & Communication | \$40

- Leadership & Teamwork
- Delegating Tasks, Motivating & Coaching Employees
- Training Adult Learners
- Managing Employees & Goal Basics
- Communication Fundamentals

Managing Daily Operations | \$40

- Business Fundamentals
- Scheduling & Assessing Needs
- Monitoring Performance Standards
- Monitoring & Assessing Product Quality
- Evaluating & Monitoring Service Quality
- Effective Selling Methods
- Off-Premise Customs & Handling Customer Complaints

Safety & Regulations | \$40

- Operational Laws
- Inspections and Serving Safe Food & Beverages
- A Healthy Workplace
- Workplace Safety and Preventing Violence



Restaurant Manager Learning Suite

business acumen, financial performance, legal requirements, and more

ALL MANAGEMENT MODULES ARE \$75 EACH. MODULES INCLUDE:

Fundamentals of Financial Management

- Accounting & Finance Basics
- Capital Budgets
- The Business Plan
- Operational Planning & Change
- Financial Planning & Analysis
- Controlling Food & Labor Costs
- Understanding Income Statements
- Accounts Receivable

Understanding Financial Performance

- Menu Item Pricing
- Menu Sales Mix Analysis
- Forecasting & Budgeting Basics
- Preparing Food & Labor Budgets
- Budgeting and Managing for Profit
- Managing Variance

Controlling Operational Costs

- Understanding Food Costs
- Forecasting & Calculating Food Costs
- Estimating Food Production
- Understanding Labor Costs
- Optimizing Labor Productivity
- Scheduling
- Revenue Collection & Security

Managing Compensation, Time, and Legal Requirements

- Components of Compensation
- Compensation Law & Procedures
- Overview of Workplace Laws
- State and Federal Employment Laws
- Time Management and Planning
- Planning & Conducting Meetings

Managing the Employment Process

- Position Analysis & Job Description
- The Recruitment Process
- Screening & Interviewing Tools
- Documentation & Hiring Procedures
- Planning & Evaluating Orientation Programs
- Procedures for Training Programs

CUSTOM TRAINING PROGRAMS

We know that your training needs vary as your team grows and changes.

Is there a skill or concept you need addressed that isn't offered here? From customer service to team building to skills-based training, our team has the expertise to create a program to help you reach your goals.

For more information, please contact:

Contact Traci Dufresne, Director, Education Foundation | traci@rihospitality.org | 401.223.1120

OUR TRAINING TEAM



HEATHER R. SINGLETON
Interim CEO/President
heather@rihospitality.org
ext. 110

Heather is a not-for-profit executive with more than 25 years of experience in career and workforce development. She is passionate about helping people realize their full potential and guiding them through learning, goal setting, and achievement.

- MBA, International Business, Johnson & Wales University
- Certified Personalysis Facilitator
- IOM designation, US Chamber of Commerce Institute for Organization Management
- Board Member, Providence Cranston Workforce Investment Board
- Trustee, Rhode Island Career & Technical Education Board
- Vice Chair, Local Area Advisory Committee, Governor's Workforce Board



TRACI DUFRESNE
Director, Education Foundation
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ext. 111

Traci is a seasoned hospitality professional with over 25 years of experience as a restaurant manager in both the independent and corporate sectors. She was the regional trainer for a corporate restaurant brand and is a food safety expert.

- Co-Chair, Rhode Island Career & Technical Education Advisory Board
- Advisory Board Member, Relish Rhody
- ServSafe® Food Safety Instructor
- ServSafe® Alcohol Instructor
- Certified Guest Service Gold® Instructor
- Kitchen Safety Auditor
- RI ProStart Coordinator



ALISHA C. PLANTE
Hospitality Workforce Trainer
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Alisha is an experienced restaurant industry professional and vocational trainer. She has worked with several community based organizations providing employment trainings and support and has ten years of restaurant and customer service experience.

- ServSafe® Food Safety Instructor
- ServSafe® Alcohol Instructor
- Certified Guest Service Gold® Instructor