

HOSPITALITY NONCREDIT (HOSPNC)

HOSPNC-600 Tips Training: Responsible Beverage Service 0 Units

3 hours lecture; 3 hours total

TIPS is a nationally certified program providing the skills to help servers, sellers, and consumers of alcohol, on how to prevent intoxication, drunk driving, and underage drinking. A test will be given at the end of the class. Students passing the test will receive an industry recognized, third-party certificate upon completion of class.

Not transferable

HOSPNC-601 Culinary Customer & Banquet Service 0 Units

6 hours lecture; 6 hours total

This class will explore the differences between customer service and hospitality, and provide an overview of the basics of banquet service including the tools to be successful in an entry level service position. Students will explore Sequence of Service; establishing team metrics for service; problem solving customer service issues and best practices for product knowledge and upselling techniques. This hands-on training will familiarize students with industry procedures, train servers on efficiently and effectively performing the role of a banquet server and provide the basics to present a strong service ethic while working as a server.

Not transferable

HOSPNC-602 Food Handler: Food Safety Certification 0 Units

3 hours lecture; 3 hours total

Completion of this course and successfully passing the exam will result in participants receiving the Food Handler's Certificate and Card, recognized by the Napa County Health Department. Completion of the course will give you a better understanding of what causes food-borne illnesses and what you can do to help prevent them. Food handlers must maintain a valid Food Handler Card for the duration of employment. The cards are valid throughout most of the state including Napa Sonoma County. Certification is valid for three years from issuance. Each food facility must maintain records documenting that each employee possesses a valid California Food Handler Card that can be provided to local enforcement officials upon request. Please note that a valid photo ID is needed to take the exam.

Not transferable