



H.L.S.C.C.'s TOURISM CERTIFICATION TRAINING PROGRAMME

TRAINING FOR THE NEW NORMAL

H. LAVITY STOUTT COMMUNITY COLLEGE

PARAQUITA BAY

TORTOLA, BRITISH VIRGIN ISLANDS

18TH AUGUST 2019



Cohort 1 – Line Level Employees

PROJECT OVERVIEW

The H. Laverty Stout Community College (HLSCC) has developed a Tourism Industry Certification Training Platform that is designed to prepare workers for returning to the tourism sector amid the Covid-19 pandemic. This initiative is:

- ✓ Government funded through the Premier's Office and the BVI Tourist Board
- ✓ Free to 1000 tourism workers affected by the Covid-19 crisis.
- ✓ The program is offered in partnership with the U.S-based National Restaurant Association and the American Hotel and Lodging Educational Institute.
- ✓ Training will be conducted on Anegada, Virgin Gorda, Jost Van Dyke, and Tortola.
- ✓ Training sessions begin on 20th October, 2020 and run through November, 2020.
- ✓ Certifications being offered in the first cohort are :
 - ~ Certified Restaurant Server
 - ~ Certified Room Attendant
 - ~ Certified Kitchen Cook
 - ~ Certified Front Desk Representative

As our Territory prepares to reopen and welcome tourists back to our shores, it is important that we provide the resources necessary to ensure that we build an effective workforce that will provide service excellence in all areas of the tourism sector.

Our training and development platform is provided to the people of the Virgin Islands through the College's Global Academic Partnership with the American Hotel & Lodging Education Institute and the National Restaurant Association.

Our partnership with AHLEI delivers training using two approaches:

- Online
- Face To Face

Through AHLEI, HLSCC will provide certifications that are recognized throughout the industry and adhere to international standards. Our suite offers certifications for all levels from line employees to executives.



SUITE OFFERINGS FOR COHORT 1

There are six training packages available. However, in preparation for the reopening of the industry, we will be offering four training packages that individuals can choose from:

1. Front Desk Representative

Learning Objectives at the end of this training participants will be able to:

- ✓ Demonstrate COVID-19 health and sanitation practices.
- ✓ Identify equipment and systems used by front desk staff.
- ✓ Understand the importance of key control.
- ✓ Identify the steps and tasks involved in pre-arrival, check in, and departure.

2. Guestroom Attendant

Learning Objectives at the end of this training participants will be able to:

- ✓ Demonstrate COVID-19 health and sanitation practices.
- ✓ Demonstrate how to use cleaning supplies and chemicals correctly and safely.
- ✓ Understand safety and security issues for housekeepers.
- ✓ Discuss ways to organize carts and work areas for maximum efficiency.

3. Restaurant Server

Learning Objectives at the end of this training participants will be able to:

- ✓ Demonstrate COVID-19 health and sanitation practices.
- ✓ Demonstrate how to greet and seat guests and anticipate guest needs.
- ✓ Explain how to serve beverages, serve the meal, and check back to the table.
- ✓ Explain how to present guest checks and settle bills.

4. Certified Kitchen Cook

Learning Objectives at the end of this training participants will be able to:

- ✓ Demonstrate COVID-19 health and sanitation practices.
- ✓ Explain how to use basic kitchen tools and equipment, including knives.
- ✓ Convert standard recipes based on portion size and number of portions.
- ✓ Demonstrate basic kitchen safety and sanitation guidelines.



CERTIFICATION REQUIREMENTS

Participants who complete the *START* training will be prepared to take the professional certification exam with AHLEI. The external exam will be offered at HLSCC's campuses.

To qualify for certification, candidates must:

1. Complete course material (employee knowledge, position-specific knowledge, Skills Validation List/signoff sheet)
2. Pass a 30-question certification exam with a score of 70% or higher.

If a candidate is unsuccessful in the first instance, they may resit the exam within a 6-month period at an additional cost.

Successful candidates will receive a certificate, and a lapel pin that may be worn on a uniform to designate their mastery of the requirements. All participants will receive a certificate from HLSCC once they have completed the program and have met the established requirements.

Registration is open to all persons who are interested free of cost, however persons who would like to participate in more than one training will be asked to pay for other sessions at a rate of \$125.00 per session. Participants are required to complete individual registration forms through the link provided in the advertisement flyers.

TRAINING ENVIRONMENT

Training will be conducted using one of two delivery systems that best fits the participant. One can choose to complete the sessions 100% online or choose a face-to-face delivery at one of the HLSCC's campuses or sister island approved facility. Trainings on the College's campus will be conducted in accordance to the Ministry of Health's COVID-19 protocols. Properties that prefer trainings to be conducted on site can be accommodated. Property owners/managers can contact HLSCC for this service. Trainings conducted on the College's campus will provide participants with all the necessary resources needed to participate.



TRAINING SCHEDULE

Certified training will be conducted 3 hours per day for 3 days. Trainings for taxi operators, yachting professional and spa attendants will be scheduled in Cohort #2.

Hotels/Villas/Inns/				
Start Date	Time	Location	Certification Program	
October 20, 2020	2:30 – 5:30	HLSCC Campus (Tortola & VG)	Certified Restaurant Server	
October 23, 2020	9:00 – 12:00	HLSCC Campus (Anegada & Jost Van Dyke)	Certified Restaurant Server	
October 27, 2020	9:00 – 12:00	HLSCC Campus (Tortola & VG)	Certified Guestroom Attendant	
October 27, 2020	9:00 – 12:00	HLSCC Campus (Anegada & Jost Van Dyke)	Certified Guestroom Attendant	
November 3, 2020	9:00 – 12:00	HLSCC Campus (Tortola & VG)	Certified Front Desk Representative	
November 3, 2020	9:00 – 12:00	HLSCC Campus (Anegada & Jost Van Dyke)	Certified Front Desk Representative	

Restaurants/Pubs/Food Vans				
Date	Time	Location	Certification Program	
November 10, 2020	9:00 – 12:00	HLSCC Campus (Tortola & VG)	Certified Kitchen Cook	
November 10, 2020	9:00 – 12:00	HLSCC Campus (Anegada & Jost Van Dyke)	Certified Kitchen Cook	
November 17, 2020	9:00 – 12:00	HLSCC Campus (Tortola & VG)	Certified Restaurant Server	
November 27, 2020	9:00 – 12:00	HLSCC Campus (Anegada & Jost Van Dyke)	Certified Restaurant Server	