

Hospitality Foundations Handbook

Hospitality Foundations

Code: 30-109-2

Credits: 6

Program Total Hours: 256

Program Overview

The Hospitality Foundations is a 16-week, short-term technical diploma that will prepare learners through skill based learning, career exploration, and work place readiness training. Learners will be provided with courses specific to seeking employment in the area of entry-level hospitality and other customer service employment settings. Learners will study the essential skills required for employment through on-campus learning, as well as community-based experiences.

Program Outcomes:

- Identify personal strengths, barriers and transferable skills specific to work place environment.
- Demonstrate employability skills to seek and maintain employment in the hospitality service industry.
- Apply functional abilities specific to customer service and hospitality through competency-based learning.
- Identify environmental problems and correct unsafe working conditions.

Program Classes:

Course #	Title	Credits	Contact Hours
30-109-330	Hospitality Applications (1 st 8-weeks)	2	96
30-109-331	Safety & Sanitation Fundamentals (1 st 8-weeks)	1	32
30-109-332	Guest Relations Fundamentals (1 st 8-weeks)	1	32
30-890-333	Working Smart (2 nd 8-weeks)	1	32
30-109-320	Hospitality Internship (2 nd 8-weeks)	$\frac{1}{6}$	64
		6	256

Program Schedule (subject to change as we hire instructors):

Student Class Schedule					
	Time	Monday	Tuesday	Wednesday	Thursday
1 st 8 weeks	9:30-12:20	Hosp. App.	Hosp. App.	Hosp. App.	Hosp. App.
	12:20-1:00	Lunch	Lunch	Lunch	Lunch
	1:00-1:50	S & S	S & S	S & S	S & S
	2:00-2:50	G. Relations	G. Relations	G. Relations	G. Relations
2 nd 8 weeks	9:30-10:20	Work Smart	Work Smart	Work Smart	Work Smart
	10:30-11:20	Internship	Internship	Internship	Internship



Hospitality Foundations Handbook

Experience. Success.

Student Handbook:

The **purpose** of the **Student Handbook** is to give WITC students and their parents an understanding of the general rules and guidelines for attending and receiving an education at WITC.

<http://www.witc.edu/publicationscontent/pdfstuhndbk16/fullhandbook16.pdf>

Notice to Students with Disabilities:

Reasonable accommodations for persons with disabilities will be made to ensure access to academic programs, activities, services and employment in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), Amendments Act of 2008 (ADAA).

Wisconsin Indianhead Technical College provides confidential, student centered planning to help ensure educational success. It is your right to request services to assist in your educational experience.

Please contact Heidi Diesterhaft, Accommodation Specialist, to request reasonable accommodations.

Heidi Diesterhaft, MS CRC CVE
Accommodation Specialist
Wisconsin Indianhead Technical College
1900 College Drive
Rice Lake, WI 54868
Phone: 715-234-7082 ext. 5522
Fax: 715-234-1241
witc.edu

2017-18 Program Costs (subject to change pending state budget)

This program is not financial aid eligible. Below is a breakdown of program costs. You are responsible for payment of program costs following the WITC tuition and fee payment policy. WITC offers payment plans for semester costs. If sponsored, an authorization must be on file at the time of registration from supporting agency stating they will pay program costs.

2017-18 Program Costs:		Tuition (Fall18).....\$887.30	
30109330	Hospitality Applications	2 credits	\$296.60
30109331	Safety & Sanitation Fundamentals	1 credit	\$148.30
30109332	Guest Relations Fundamentals	1 credit	\$148.30
30109333	Hospitality Internship	1 credit	\$148.30
30890320	Working Smart	1 credit	<u>\$145.80</u>
			\$887.30

Hospitality Foundations Handbook

Student Profile:

Hospitality Foundation students should:

- Be interested in seeking a career or educational foundation to enter an entry-level hospitality career.
- Be personally invested to go to college.
- Be determined, demonstrate self-advocacy and have a positive attitude.

Career Outlook:

- Server Assistant
- Dining Room Attendant
- Maids and Housekeeping
- Environmental Services
- Stocking

Example of Program Outcomes and Competencies:

- Establish professional relationships
- Use dining and phone etiquette
- Demonstrate promptness
- Identify strategies to cope with emotions with self and others
- Identify strategies to cope with change
- Greet customers
- Detect safety hazards
- Maintain personal hygiene and health
- Demonstrate ethical behavior
- Participate as a team player
- Demonstrate safe work habits
- Demonstrate safe food habits
- Use cleaners and chemicals
- Demonstrate safe cleaning and sanitizing
- Use problem-solving strategies
- Identify adaptable and productive behavior
- Set up, arrange, or remove decorations, tables, chairs, ladders, or scaffolding to prepare facilities for events, such as banquets or meetings.
- Perform serving, cleaning, or stocking duties in establishments, such as cafeterias or dining rooms, to facilitate customer service.
- Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards are met.
- Observe precautions required to protect hotel and guest property and report damage, theft, and found articles to supervisors.
- Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.

Hospitality Foundations Handbook

Program Requirements:

- Complete Petition Packet for Intent to Enroll:
 - Open Petition Period for Fall Semester: April 1st-June 1st
 - Open Petition Period for Spring Semester: October 1st-December 1st
- Petition Packet Required Forms (submit as an entire packet):
 - ✓ Provide High School Transcript (include most recent attendance record if not included on transcript, if available)
 - ✓ Complete Student Questionnaire
 - ✓ Provide Reference (Teacher/Community Agency)
 - ✓ Review and Sign Functional Abilities Statement of Understanding
 - ✓ Review and Sign Differences Between High School and College Statement of Understanding
 - ✓ Review and Sign Roles and Responsibilities Statement of Understanding
 - ✓ Complete Wisconsin Indianhead Technical College Application

COURSE REPEAT & PROGRAM READMISSION PROCEDURES/FORMS:

Reentry:

A student who fails to earn a passing grade or withdraws from a Hospitality Foundations **course** must complete the following forms to request reentry:

1. Student Program Reentry Request Form

Student Program Reentry Request Form must be submitted to the Program Coordinator. Student must submit required form during scheduled open petition period for the semester requesting reentry. Student has one semester (fall/spring) following failing grade or withdrawal of course to request reentry. If more than one semester occurs student would be considered a program readmission.

Reentry students may be permitted to return to the program based on space availability and program specific protocols. In addition, a reentry student may not register for a Hospitality Foundation course until approved to do so by the Program Coordinator.

Program Readmission:

A student who withdraws or is academically dismissed from the Hospitality Foundations **program** must complete the following forms to request readmission during an open petition period:

1. Student Program Readmission Request Form
2. Student Questionnaire [Student Questionnaire Guide](#)
3. Provide Reference (Teacher/Community Agency) [Professional Reference Guide](#)
4. Review and Sign Functional Abilities Statement of Understanding [Functional Abilities Form](#)
5. Review and Sign Differences Between High School and College Statement of Understanding [Difference Between High School and College Form](#)
6. Review and Sign Roles and Responsibilities Statement of Understanding [Roles and Responsibilities Statement of Understanding Form](#)
7. Complete Wisconsin Indianhead Technical College Application [WITC Application Form](#)

Hospitality Foundations Handbook

Student will follow open petition period for the semester of readmission. Course repeat and program readmission is based on space availability and program specific protocols.

Medical Reentry:

Requests for reentry for medical reasons will be reviewed by the Program Coordinator. Student must submit required *Student Program Reentry Request Form* during scheduled petition period for the semester requesting reentry. Student must complete reentry request form and process with Program Coordinator.

Program Coordinator Contact Information:

Heidi Diesterhaft, MS CRC CVE

Accommodation Specialist
Wisconsin Indianhead Technical College
1900 College Drive
Rice Lake, WI 54868
Phone: 715-234-7082 ext. 5522
Fax: 715-234-1241
witic.edu

Funding Options:

WITC Scholarships: <https://www.witic.edu/tuition-and-financial-aid/financial-aid/scholarships>

Scholarships are awarded to students who have the initiative, desire, and potential to succeed. Scholarships are not limited to students with financial need.

There are two WITC Foundation scholarship cycles:

- The fall scholarship application process is available starting the fourth Monday of September with applications due the first Monday of November.
- The spring scholarship application process is available beginning the fourth Monday of February with applications due the first Monday of April.

Division of Vocational Rehabilitation:

- **DVR's Mission:** To obtain, maintain and improve employment for people with disabilities by working with VR consumers, employers and other partners.
- **DVR Role:**
 - Provide employment services and counseling to people with disabilities.
 - Provide or arrange for services to enable an individual to go to work.
 - Provide training and technical assistance to employers regarding disability employment issues.

DVR Application: <https://dwd.wisconsin.gov/DVRAPPLY/Presentation/Eligibility/DVRMission.aspx>



Hospitality Foundations Handbook

Workforce Resource:

- **Workforce Resource Mission:** Empowering People Through Employment

Workforce Application: <https://secure.workforceresource.org/NewApplication/Enter.php?ID=WRI>

ACT 59: (For High Schools and High School Students ONLY)

- Career and Technical Education (CTE) Incentive Grants (also known as Wisconsin ACT 59 Funding).
<https://dwd.wisconsin.gov/det/cteincentive/>
- The Career and Technical Education (CTE) Incentive Grant program was established on December 11, 2013, by Wisconsin Act 59. Grants from this program incentivize school districts to offer high-quality career and technical education programs that mitigate workforce shortages in key industries and occupations.