



FREE ONLINE HOSPITALITY TRAINING

The Oregon Coast Visitors Association (OCVA) is providing scholarships for the AHLEI courses on the following page. Each coastal business is eligible for up to \$1,000 towards Guest Service Gold Tourism:Oregon and up to \$500 total for the other internationally accredited five trainings. Each online program presents general hospitality knowledge and soft skills needed in the hospitality industry, along with concise instructions for training new or prospective employees on how to perform key tasks correctly.

This is a great opportunity for employers looking to boost skills of employees or cross-train existing employees for a more diverse and adaptable team. This is also great for coastal residents looking to enhance their skills.

If you are interested, email Arica Sears at icom@thepeoplescoast.com with the number of employees you would like to be trained and which course or courses interest you.

Learn more about these courses on <https://www.ahlei.org/lodging/certifications/#line-level>



CERTIFIED RESTAURANT SERVER

This course demonstrates how to greet and seat guests and anticipate guest needs, explains how to serve beverages, serve the meal, and check back to the table, lists basic kitchen safety and sanitation guidelines servers should follow, and explains how to present guest checks and settle bills.



CERTIFIED GUESTROOM ATTENDANT

This course defines common room status codes, demonstrates how to use cleaning supplies and chemicals correctly and safely, understanding safety and security issues for housekeepers, and discusses ways to organize carts and work areas for maximum efficiency.



CERTIFIED FRONT DESK ATTENDANT

This course identifies equipment and systems used by front desk staff, understanding the importance of key control, identifying the steps and tasks involved in pre-arrival, check in, and departure, and demonstrates effective sales and upselling techniques used by the front desk.



CERTIFIED MAINTENANCE EMPLOYEE

This course discusses the importance of OSHA regulations and personal protective equipment, explains the benefits of green initiatives for a property, summarizes the role of maintenance workers in property safety and security, and lists common tools and how to prepare, inventory, and maintain them.



GUEST SERVICE GOLD: OREGON

This internationally accredited course features seven principles of guest service delivery, illustrated through real stories of challenge and experience told by Oregon employees. Applicable to all hospitality-related organizations and their associates. Join over 2,500 Oregon Hospitality employees already certified!



CERTIFIED KITCHEN COOK

This course explains how to use basic kitchen tools and equipment, including knives, converting standard recipes based on portion size and number of portions, handling special guest situations, including substitutions, and demonstrates basic kitchen safety and sanitation guidelines.