

MAKE THE CAREER CONNECTION

for

HOSPITALITY OCCUPATIONS

YOUR ROP TRAINING
LEADS TO JOBS as...

Entry Level

(High School Diploma/ROP Training)

Front Desk

Reservation Clerk

Telephone Operator

Bellperson

Room Attendant

Maintenance Repairer

Laundry Worker

Greeter/Cashier, Restaurant

Food Server

Dining Room Attendant - Busperson

Cook's Helper

Technical Level

(Community College Degree)

Business Management

Marketing

Restaurant & Food Service Management

Students will benefit by having knowledge of computer science, math, English, office skills, foreign language.

WHAT IS ROP?

The Baldy View Regional Occupational Program is a cooperative vocational education effort between the Chaffey Joint Union High School District, ChinoValley Unified School District, Claremont Unified School District, and Upland Unified School District. ROP's purpose is to provide a wide variety of career preparation at the entry and technical levels to meet the needs of high school students and adults.

Prepare for YOUR future NOW
by enrolling in ROP **TODAY!**

ENROLLMENT INFORMATION

High school students should contact the Career Technician at their high school.

Adults should call Baldy View R.O.P. office for specific enrollment dates and available classes.

(909) 624-0063

bvrop.K12.ca.us

Enrollment priority:

- ❖ High School Students: seniors, juniors, sophomores, 16 yrs. of age and older.
- ❖ Adults living within our geographical service area.
- ❖ Adults living outside our geographical service area

Baldy View ROP is an equal opportunity employer and asserts that it does not discriminate on the basis of race, color, creed, national origin, ancestry, religion, sex, age, or handicap in its employment or enrollment in job training programs.

HOSPITALITY OCCUPATIONS

Hotel/Food Service



A career preparation program designed to provide related instruction and practical experience.



WHAT DOES THE PROGRAM PREPARE ME TO DO?

Hotel Occupations This course is designed to prepare students for a variety of jobs within the hotel industry. Based upon the student's needs assessment and career interest, students will receive training in several areas which may include guest relations, housekeeping, and office.

Food Service Occupations Students will develop occupational competency in the field of food preparation and service. Training in the use of restaurant equipment and related technical knowledge is provided in several job areas including cook's helper, busperson, greeter/cashier, or server.

WHAT WILL YOU LEARN?

- ❖ Hotel Operations
- ❖ Customer Service Techniques
- ❖ Guest Safety
- ❖ Food/Utensil Handling
- ❖ Security
- ❖ Cash Handling Skills
- ❖ Job Search Skills

WHERE WILL YOU TRAIN?

Best Western
 Hilton
 Country Side Suites
 Residence Inn
 Marriott Hotel
 . . . just to name a few!

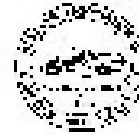
ROP TEACHERS

ROP teachers know the job market, have business and industry experience within the field they teach and are credentialed. **LEARN FROM THE BEST WITH ROP TEACHERS.**

STUDENT OUTCOMES

Upon successful completion of an ROP course, each student will:

- ❖ Demonstrate occupational specific, communication and critical thinking skills
- ❖ Demonstrate responsible work ethics
- ❖ Demonstrate career/employment literacy
- ❖ Demonstrate effective use of technology



EMPLOYMENT OUTLOOK

Globally, tourism is the fastest growing industry . . . and is predicted to be #1 by the year 2000. In the U.S., the tourism industry is currently #3 behind auto sales and food retail sales, and #2 in terms of employment behind the health industry.

The lodging industry pays \$21.2 BILLION in wages and salaries, and employs 1.5 MILLION people, full and part time.

By the year 2005, labor demands within the lodging industry will have increased by approximately 31.8%.

SPECIAL CONSIDERATIONS

- ❖ Minimum age - 17 years old by end of semester
- ❖ Dress Requirement: Professional, business attire
- ❖ Able to work independently
- ❖ Able to work well under pressure
- ❖ Genuine interest in the hospitality field
- ❖ Cash handling experience and office skills an advantage
- ❖ Good communication skills
- ❖ Follow strict security and safety procedures practiced at local hotels
- ❖ Good personal hygiene and grooming habits
- ❖ Understand and carry out health and safety standards

COURSE LENGTH

One semester course

ROP CERTIFICATE of TRAINING

An ROP certificate of completion, including competencies, is awarded to students who complete the course.

HIGH SCHOOL CREDITS

Upon successful completion of the class, recommended credits earned in ROP are forwarded to each student's high school. These credits may be applied toward fulfillment of the requirements for a high school diploma.