cbi center for business + industry
Northampton Community College

HOSPITALITY

Industry Specific Training Guide for Employee Productivity, Performance and Development

Center for Business & Industry
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Training Area	Tier I: Customer Contact Employees	Tier II: Group Leader/Supervisor	Tier III: Manager & Leader
Hospitality	ServSafe – Food Service Sanitation *(English & Spanish)*	ServSafe – Food Service Sanitation *(English & Spanish)*	Restaurant Management Enhancement Series
	ServSafe Food Handler Training	Restaurant Management Enhancement Series	
	RAMP Alcohol Server/Seller	RAMP Alcohol Server/Seller	
	Service that Sells - Alcohol	Service that Sells - Alcohol	
	Tourist Training – Destination Lehigh Valley	Meeting & Event Planning	
Computers	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Software - Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Project
	Website Design	Microsoft Conversion 2000 - 2010	Database Design
	Microsoft Conversion 2000 – 2010	Online Professional Development	
	Online Professional Development	Online Supervisory Training	
Employee Health	CPR / First Aid / AED	CPR / First Aid / AED	CPR / First Aid / AED
	Bloodborne Pathogens	Bloodborne Pathogens	Bloodborne Pathogens
		Emergency Medical Responder/Technician	Emergency Medical Responder/Technician
Safety	Emergency Preparedness	Emergency Preparedness	Building a Corporate Safety Culture
	Hazard Identification and Avoidance	Safety and Health Issues	Managing Risk
	Workplace Employee Safety Responsibilities	Regulatory Policies and Procedures Preparedness	Financial Impact of Regulatory Non-Compliance
	OSHA Regulatory Requirements	OSHA Regulatory Requirements	Workplace Violence & Safety
		Workplace Employer Safety Responsibilities	Emergency Preparedness Planning & Response
Technical	Quality Standards	Continuous Improvement Processes	Driving the Culture of Quality
	Lean Manufacturing	Quality Costs – Principles & Finances	Risk Management
	Mechanical Maintenance	Industrial Maintenance Supervision	
	Electrical Maintenance	Electrical Construction Supervision	
	HVAC/R	HVAC/R Supervision	
Management & Leadership	Diversity, Harassment, & Team Building	Managing Work and People	Strategic Planning, Goal Alignment, & Action Planning
	Communications – Written & Verbal	Performance Management	Talent Management
	Problem Solving	Interviewing, Hiring, & Firing	Succession Planning
	Decision Making	Evaluating Employee Performance	Leadership Practices
	Stress Reduction	Conflict Resolution	360 Assessments
	Customer Service	Negotiations	Culture Transformation
			Change Management