

# CONTINUING STUDIES

## Hospitality Service Training Certificate



### Do you want a career in hospitality and tourism?

Equip yourself with the essential skills and tools to enter this fast-paced environment.

This 124-hour program will provide a comprehensive overview of the rapidly growing hospitality and tourism industry and enable learners to acquire the fundamentals necessary to be successful in an entry-level hospitality job.

#### Program Courses:

- Intro to Hospitality & Tourism
- Customer Service Excellence
- Professional Front Desk Agent
- Housekeeping Room Attendant
- Food & Beverage Operations
- Employment Preparation
- Practicum

#### Kelowna Campus:

Sept. 18 to Nov. 7, 2017  
plus 40-hour practicum  
Mon & Tue, 9 a.m. to 4 p.m.

#### Penticton Campus:

Oct. 14, 2017 to Feb. 24, 2018  
plus 40-hour practicum  
Sat, 9 a.m. to 4 p.m.

**TUITION: \$994.20**

**TEXTBOOKS: \$315 +GST (Approx)**

[okanagan.bc.ca/hospitality](http://okanagan.bc.ca/hospitality)



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## HOST program furthers hospitality and tourism skills

As the busy summer tourism season approaches, the first students to complete the HOST certificate at Okanagan College are now wrapping up their practical work in hospitality, a booming sector in the Okanagan and across the province.

The Hospitality Service Training certificate (HOST) includes courses on customer service excellence, professional front desk training, and food and beverage operations, with comprehensive, occupation-specific instruction leading to entry-level employment in hospitality and tourism.

Jessica Soroka is one of the first students through the program. She is currently the Assistant Manager of Housekeeping at Predator Ridge. Her employer suggested she take the program to gain more insight and knowledge of industry trends.

*"Food and beverage service is new to me, so I learned a lot of new information," says Soroka. "It was also pretty cool to find out about environmental trends and hear stories and ideas from around the world from our instructor."*

Soroka says she would recommend the HOST certificate to anyone in hospitality, from newcomers looking to break into the industry, to those like herself who enter into the program with a wealth of previous experience.

*"The program and the booklet are so packed with information, it was intense but a great experience," says Soroka.*

According to a BC Labour Market Report, tourism is a leading employer in the province, with more than 101,000 new job openings expected by 2020. With the Okanagan continuing to receive national and international recognition as a vibrant and diverse destination, job prospects are predicted to hold strong.

*"These students took away some great insights that are difficult, if not impossible, to get from on-the-job training, where there can be disruptions inherent to the operational*

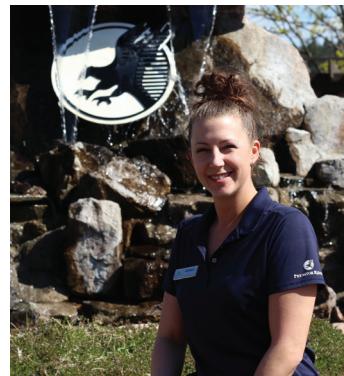
*nature of a business such as a hotel," says instructor Tania Rutt. "Being off-site in a classroom setting offers time to focus and encourages creative, out-of-the-box thinking."*

The Okanagan is an ideal location for the training, notes Rutt, given its four-season, multi-faceted tourism and hospitality sector, which creates opportunities for everyone from high school students seeking first jobs, to university students working part-time to fund their education, to retirees who enjoy working in hospitality, to tourism professionals in the midst of career development.

*"Unlike many other centres, the Okanagan boasts such a wide array of hospitality and tourism employers – hotels, wineries, resorts, ski hills, golf courses and other attractions," says Rutt.*

Students in this intake were all currently employed in the sector, hailing from Vernon's Sparkling Hill Resort and Predator Ridge Resort, and Kelowna's Manteo Resort.

Both the Penticton and Kelowna campuses will be offering the HOST program this fall. Prior to admission, students must have both their Serving It Right and FOODSAFE certificates. HOST includes theory, demonstrations, and practical-skills training in various areas of the hospitality industry, with an emphasis on customer service and working together as a team.



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