



## Guam Hotel and Restaurant Association

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# GHRA Training & Certification Programs

*Funded by Guam Economic Development Authority's Qualifying Certificate Community (QCCC) Program – Series 3 with the Guam Regional Medical City as the QCCC contributor*

**May 2 – June 20, 2022**

**Mondays**

**Restaurant Server**

**2:00pm-5:00pm**

**@ Three Squares**

**Marie Guerrero, Instructor**

**May 3 – June 21, 2022**

**Tuesdays**

**Restaurant Server**

**9:00am-12:00pm**

**@ GHRA in Acanta Mall**

**Marie Guerrero, Instructor**

GHRA's training and certification courses are aimed to provide individuals with the skills needed to increase performance, improve service standards and provide job-specific skills for new and existing hospitality and service sector industry employees.

### COURSE OVERVIEW:

When it comes to an outstanding dining experience, guests rely on the quality of the restaurant servers to provide an all-around great service from the time guests arrive until they are ready to leave. The Introductory Restaurant Server courses present general hospitality knowledge as well as the hard and soft skills needed in the food service industry. Registrants will learn how to apply basic knowledge of employee safety, sanitation, hygiene, industry terminology, food safety, employee responsibilities, regulatory requirements, and sequence of events in the front and back of the house with regards to operations in the restaurant.

### IMMEDIATE BENEFITS:

With the current unemployment on Guam, it has been difficult hiring or rehiring people. The tourism industry has been largely hit by the continued negative impact from Covid-19, which include the surge of the delta variant, introduction of other variants, lower revenues with decreased traffic for in-door dining, slow economic recovery, labor cost increases, supply chain disruptions, and rising costs with utilities. These market forces contribute to a business' ability to rehire and train individuals. GHRA can fill the gap and provide the necessary training and resources to help the small businesses with hiring and retention. With the QCCC Grant Program, GHRA will help provide the necessary training and health certificate license an individual needs to be employable in the food service sector. GHRA understands labor challenges have intensified this year due to the pandemic, restrictions, relocation of residents and former employees, increase in cost of goods and inflation, and a slow economic recovery. By providing the training at no cost to employers and employees, GHRA will continue to help businesses who need to rehire employees as we work towards improving the economy. GHRA is also offering free Food Facility Health Certificate courses with DPHSS, which should accompany this Introductory/Refresher course for Restaurant Servers. See separate registration form.

Deadline to register is 12 noon every Thursday prior to the class, which takes place every Monday from August 8, 2022 through September 20, 2022. Please return this registration form to GHRA via e-mail at [info@ghra.org](mailto:info@ghra.org), register at [ghra.org](http://ghra.org) or fax to 671-649-8565. Should you have any questions, please contact GHRA at 671-649-1447 or Email: [info@ghra.org](mailto:info@ghra.org)

<b>PLEASE SELECT ONE:</b>	<input type="checkbox"/> Restaurant Server Course Mondays, 2pm to 5 pm @ Three Squares	<input type="checkbox"/> Restaurant Server Course Tuesdays, 9am to 12 noon @ Three Squares
<b>PLEASE SELECT WHICH DAY:</b>	<input type="checkbox"/> Monday, August 8, 2022 <input type="checkbox"/> Monday, August 15, 2022 <input type="checkbox"/> Monday, August 22, 2022 <input type="checkbox"/> Monday, August 29, 2022 <input type="checkbox"/> Monday, September 12, 2022 <input type="checkbox"/> Monday, September 19, 2022	<input type="checkbox"/> Tuesday, August 9, 2022 <input type="checkbox"/> Tuesday, August 16, 2022 <input type="checkbox"/> Tuesday, August 23, 2022 <input type="checkbox"/> Tuesday, August 30, 2022 <input type="checkbox"/> Tuesday, September 13, 2022 <input type="checkbox"/> Tuesday, September 20, 2022

**PLEASE PRINT OR TYPE REGISTRANT'S NAME CLEARLY AND CORRECTLY BELOW.**

**Registrant's Name:** \_\_\_\_\_ **Mobile Number:** \_\_\_\_\_

**Company's Name:** \_\_\_\_\_ **Contact Person:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_