



FAST-TRACK Hospitality & Culinary PROGRAM

Elevating the Berkshires through Workforce Development

Hospitality Core Skills (Front-of-House) Certificate

Courses include - Intro to Hospitality * Customer Engagement * Steps of Service * Intro to Wine

Intro to Hospitality:

An introductory exploration of careers available in the hospitality industry in Berkshire County and beyond with a focus on sustainable agriculture and the farm-to-table movement. This class covers careers available in lodging, food service, event planning, cultural institutions, travel and tourism and also presents basic concepts of food systems issues.

March 18: 9:30 am – 12:30 pm	Hotel on North, Pittsfield
March 20: 1 – 4 pm	BCC's Main Campus, Pittsfield
March 25: 1 – 4 pm	BCC's Main Campus, Pittsfield
March 27: 9:30 am – 12:30 pm	BCC's Main Campus, Pittsfield
April 9: 1 – 4 pm	BCC's Main Campus, Pittsfield

Customer Engagement:

A thought provoking 'experiential' customer engagement program uniquely designed to give individuals a jump-start they need for a career in hospitality and other customer centered industries. This 21-hour noncredit certificate program introduces students to the nuances of customer engagement. Discussions will explore what it takes to go beyond great customer service. Identification of techniques to guide day-to-day actions along with discussions on values, service customization, heroic acts, and the art and creation of great memories. This program will highlight how appropriate dress, actions, attitude and problem solving skills can lead to a successful career. Cost includes instruction and classroom materials. Concepts of Danny Myer's enlightened hospitality philosophy and other philosophies will be covered as well as etiquette basics.

March 18: 1 – 4pm	BCC's Main Campus, Pittsfield
March 20: 9:30 am – 12:30 pm	BCC's Main Campus, Pittsfield
March 25: 9:30 am – 12:30 pm	BCC's Main Campus, Pittsfield

Steps of Service:

A three (3) hour workshop on the steps of service for wait staff to ensure a high quality customer experience.

April 16: 1 – 4 pm	Mezze Restaurant, Williamstown
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Transportation available from BCC's Pittsfield Campus to Williamstown at 12 noon.

Introduction to Wine:

Learn the history of winemaking and discover the grapes beyond Chardonnay and Merlot. Students will come away with an understanding of the grape varieties used to make wine, the regions in which they are produced and how wine is made and stored and proper serving etiquette. Includes TIPS Certification.

April 11: 1 – 3 pm	BCC's Main Campus, Pittsfield
April 18: 1 – 3 pm	BCC's Main Campus, Pittsfield
April 25: 1 – 3 pm	BCC's Main Campus, Pittsfield