



EDUCATIONAL ADVANTAGE, INC.
hospitality and small business consulting

Food Service Management Training Program Academic Catalog

Say Goodbye to Minimum Wage Jobs Forever!!!

Everything you need to learn to become an effective Food Service Manager. This program has been designed by a veteran restaurant operator to prepare you for a career in the foodservice industry. However, the management principles that will be covered can prepare you for a management position in many other fields.

Program Description & Objectives:

This course will prepare participants for management careers in the customer service, restaurant food service and hotel foodservice fields. Participants will learn essentials for the service industry and make every interaction with customers a positive one with the skills acquired as a result of this class. Students will be confident with “Getting Started as a Management Professional”. Students will develop skills for ways to understand customer needs, projecting positive customer service image and branding, how to deliver not just good customer service, but excellent. What it means to satisfy internal and external customers, the ability and techniques for excellent customer service delivery and how to customize their communication style to create outstanding customer relations. The course will also empower students to be Service Industry Professionals. The skills gained in this course will enable participants to become outstanding service providers. This course is classroom and lab based. Successful completers of the class will have the opportunity to connect with service industry employers who need the skills of graduates.

Dates

The six-week program will begin To Be Determined. Classes will be held at our Training Center located at: 4448 S. State Street. Chicago, IL. 60609. Times will be 1:00PM-4:00PM Monday through Thursday.

Job Fair

Each week guest speakers will give presentations. Guest speakers will include well known Chicago Chefs, owner/ operators, Health Department professionals, food, wine, beer and liquor vendors, as well as pest control and fire suppression specialists, public relation specialists and marketing professionals that specialize in foodservice operations.

A job fair will be conducted on the last day of class with local business owners conducting interviews with class participants. Each participant will also be pre-screened for job placement services with Norwegian American Hospital.

Information covered will include topics such as the following:

Industry staffing needs (who the industry wants to hire)
Understanding job descriptions and employee handbooks
Grooming standards and professionalism
Teamwork and communication skills
Managing criticism and customer complaints
Resume building, interviewing skills and mock interviews
Food and Liquor Purchasing
Interviewing, hiring and disciplining Employees
Basics of Wine knowledge
Basics of Spirits knowledge
Basics of Beer knowledge
Proper Wine Service
Responsible Service of Alcohol
Scheduling
Budgeting
Profit & Loss Education
Restaurant Accounting
Food Sanitation and proper food handling practices
Food Receiving and Storage
Liquor Receiving and storage
Proper Inventory practices and calculations
Menu layout and design
Food and Liquor menu costing
How to write recipes
Foodservice marketing practices
Social media marketing practices

Certifications Provided:

The following licenses and nationally recognized certifications will be issued during the course of training
ServSafe Certification- issued through the Illinois Restaurant Association -and the National Restaurant Association Educational Foundation (NRAEF)

City of Chicago Sanitation License – issued through the Chicago Department of Public Health (CDPH)

BASSET Certification- issued through the National Restaurant Association Educational Foundation (NRAEF)

Manage First Customer Service Certification – issued through the Illinois Restaurant Association -and the National Restaurant Association Educational Foundation (NRAEF)

Manage First Manager Certification - issued through the Illinois Restaurant Association -and the National Restaurant Association Educational Foundation (NRAEF)

Program Offerings:

Classroom and Lab Instruction

Afternoon – Evening Classes

Entry Level Requirements:

Math – 6.0

Reading – 6.0

No theft in criminal history

Total Cost:

Tuition	\$3,945
Books, materials, supplies	235
Certifications & Licenses	520
Transportation & Field Trips	300
Total Cost	\$5,000

Interviews can be scheduled by contacting: Brittany Barson 312-927-8627 bbarson83@gmail.com

This course, or any others offered by Educational Advantage, Inc. are not accredited nor transferrable to institutions of higher education

Student complaints can contact Sharon Barson, Educational Advantage, Inc. President at 312.415.0955 or The Illinois Board of Higher Education at 1 N. Old State Capitol Plaza, Suite 333, Springfield, IL. 62701-1404 or www.complaints.ibhe.org