

ACCS
INNOVATION
CENTER

The ACCS Credential Incentive

**Creating Customized, Non-Credit Training for Industry Sectors in
Alabama**

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? Credentials ?

Credentials indicate a mastery of specialized skills

Education=diplomas, certificates, degrees

Workforce ?

Responding to Workforce Needs

- Who do you hire?
- What do you hire them to do?
- Are there credential requirements?
- How much do you pay them?
- What's the next upskill?



Our Objective

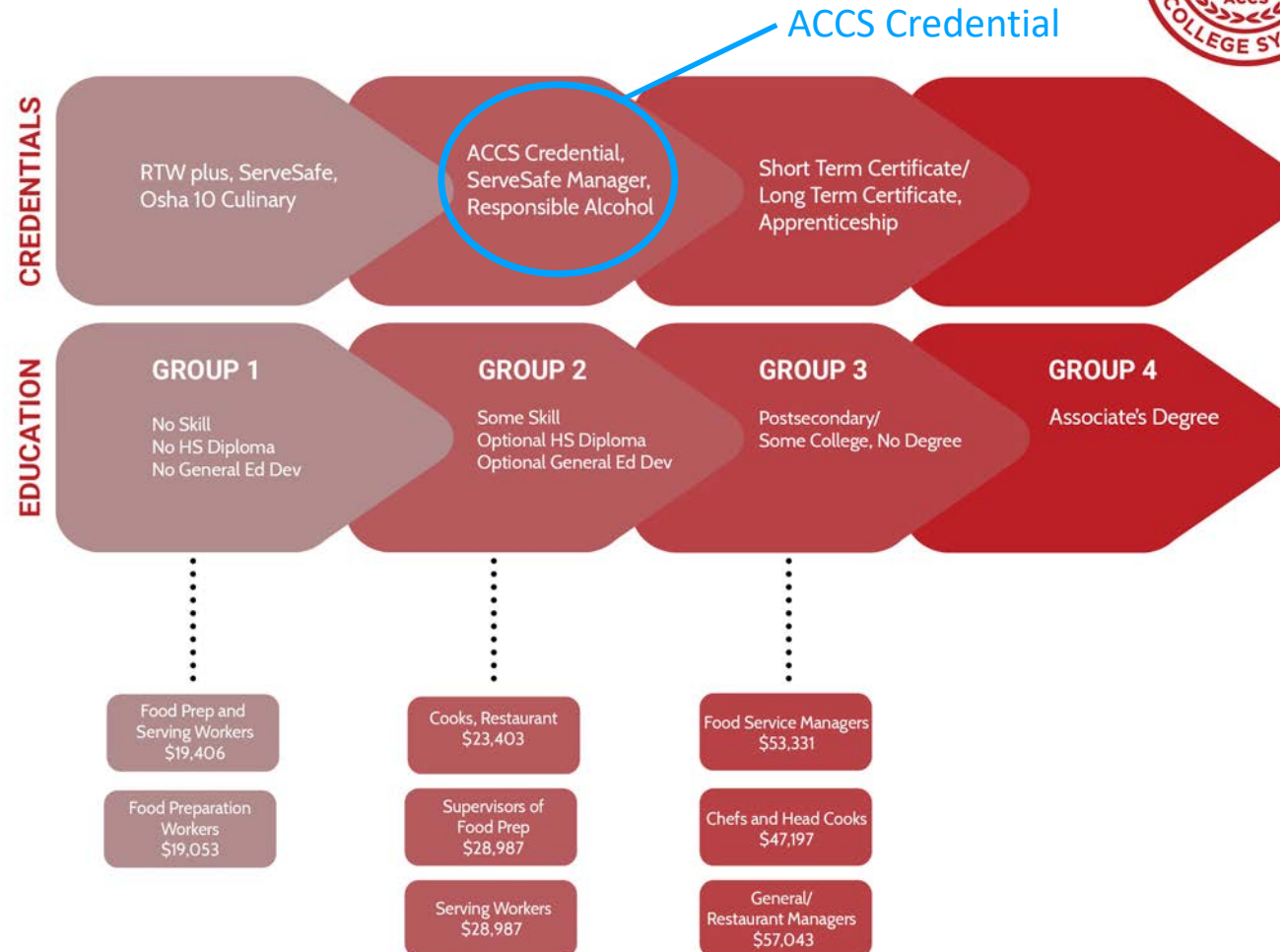
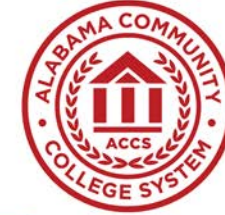
State-Wide Credentialing Incentive

ACCS Credential

For Rapidly Delivered, Non-Credit Training Programs

Pathway Progression


HOSPITALITY AND MANAGEMENT PATHWAY: RESTAURANTS AND FOOD/BEVERAGE SERVICES



Hospitality and Tourism

- Servers, Hosts, Bartenders, Barbacks, Bussers, Food Prep Workers, Kitchen Line Workers, Expeditors, Dishwashers, Cooks, Supervisors
- Front Desk Clerk, Reservationist, Lobby Manager, Recreation Attendant, Housekeepers, Janitors
- Maintenance
- Customer Service
- Customer Experience
- Conflict Resolution
- Working As a Team
- Responsibility On The Job
- Value of No Waste
- Everything has a price

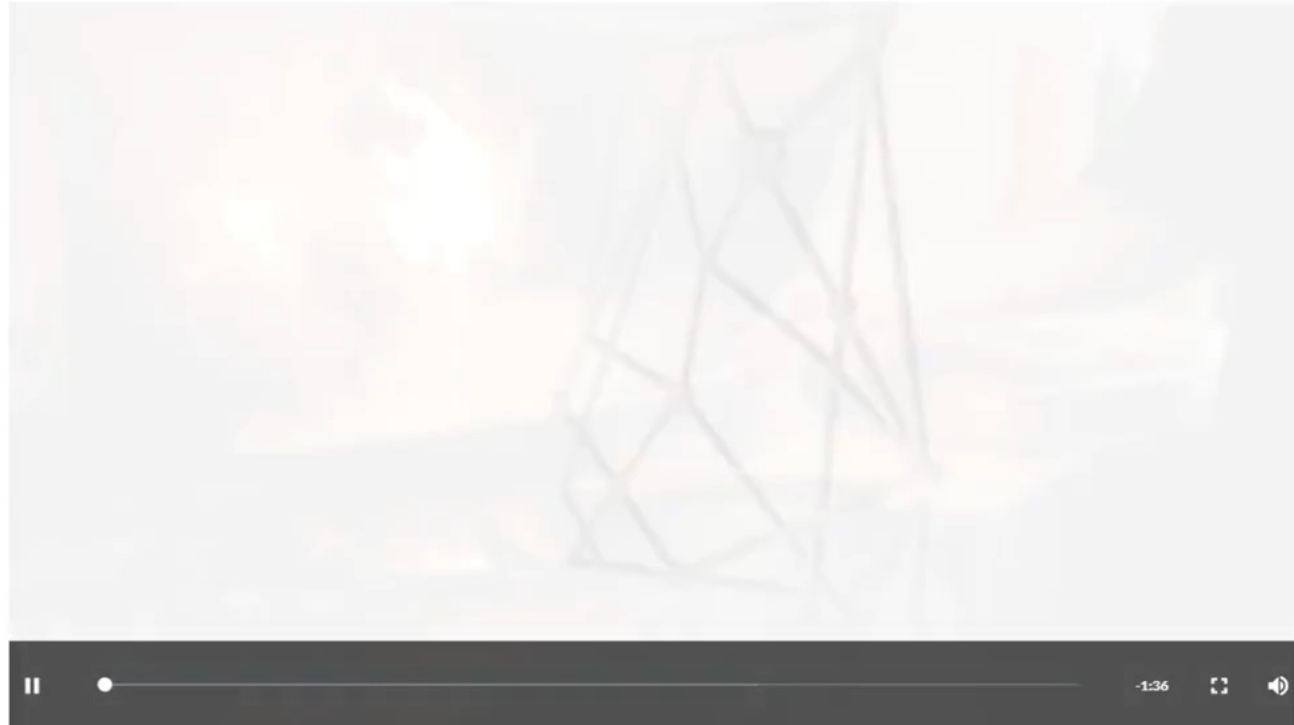
Skills For Success Courses

- 
1. Food and Beverage Services
 2. Accommodations and Recreational Services
 3. Facilities Maintenance Technician

*All have specific occupation outcomes

Food and Beverage Course

Panini Pete will tell us a little bit about the front of the house in a restaurant.



LECTURE

Food and Beverage Course

Front of House Staff 1

Host


- Answers phones and takes carryout orders
- If reservations are required, a host will check to see if the guests have reservations
- Greets guests when they enter the restaurant
- Shows guests to their table
- May be responsible for ensuring there is silverware at the table
- Provides menus to guests

1 2 3 4 5 6

CONTENT

Food and Beverage Course

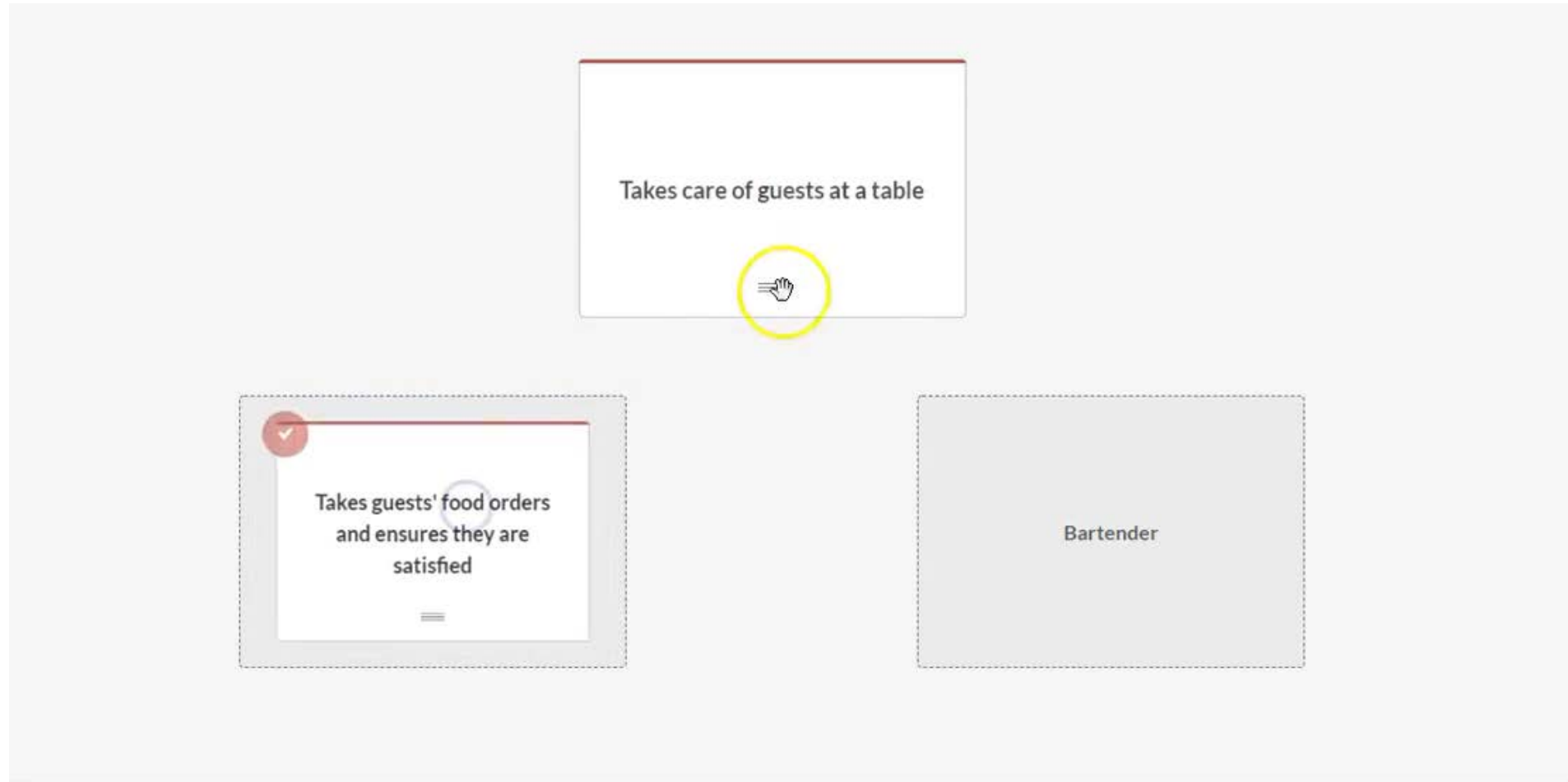
Who does the job?

<input type="checkbox"/> General Manager	Greets guests when they enter
<input type="checkbox"/> Bartender	Takes care of guests at the table
<input checked="" type="checkbox"/>  Busser	Helps the bartender
<input type="checkbox"/> Barback	Makes drinks
<input type="checkbox"/> Host	Oversees the entire restaurant
<input type="checkbox"/> Server	Cleans the table when guests leave

SUBMIT

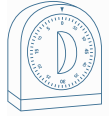
INTERACTIVE

Food and Beverage Course



ENGAGING

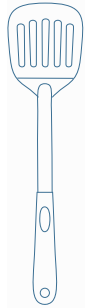
In-Person Lab (8 hours)



INSTRUCTOR GUIDE: STATION 1

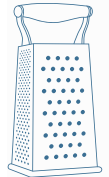
STUDENTS WILL:

- Act as Host
 - Greet guest in a professional and friendly manner
 - Escort guest to table
 - Present menu
 - Describe daily special
- Act as Server
 - Prepare and carry a tray of drinks and deliver drinks to table
 - Take a meal order on the order pad - identify special dietary needs (i.e. allergies, etc.)
- Clean up
 - Clear table, return: glasses (empty), menu, and tray to original place
 - Return menus and prepare for next guest



1 - PRIOR TO THE LAB:

- Review each task and show how they should perform each task. Explain 10-10-10 rule for secrets of service
- Give an overview of proper serving techniques



2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

- Allow students to practice skills while others are assessed

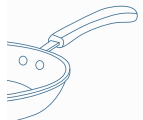
3 - DURING LAB PERFORMANCE:

- Present student with questions that have real life job applications:
 - What should you be sure to do when greeting? **Smile.**
 - What are some important things to know about the specials on a menu? **How it tastes, where the ingredients are grown, etc.**
- Present student with real life job scenarios and ask for solutions
 - 1: Party of 5 have been waiting for over 30 minutes to be seated. Party of 2 walk in and seated immediately. Waiting guests are upset and want an explanation. What do you say?
 - 2: Server has table with 10 drinks. What is the best way to deliver them to the guests?



4 - ONCE ALL STUDENTS HAVE COMPLETED THE TASKS

- Check off skills with completed tasks
- Send student to the next station when available

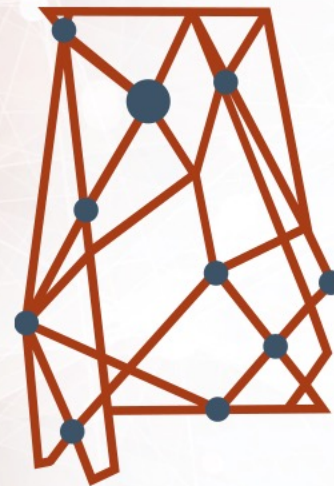


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Sample Certificate





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