



Los Angeles
HOSPITALITY
EDUCATION CENTER

SCHOOL CATALOG




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THIS SCHOOL CATALOG COVERS THE PERIOD OF
JANUARY 9, 2024 THROUGH JANUARY 8, 2025

SCHOOL CALENDAR

WINTER 2024

Winter quarter starts on Monday, January 9, 2024

Winter quarter will complete the week of March 18, 2024

Morning classes are Tuesday/Wednesday/Thursday from 7:00 am to 2:30 pm

Mid-day classes are Tuesday/Wednesday/Thursdays from 10:00 am to 5:30 pm

Evening classes are Tuesday/Wednesday/Thursday from 3:00 pm to 11:30 pm

SPRING 2024

Spring quarter starts on Tuesday, April 2, 2024

Spring quarter will complete the week of June 10, 2024

Morning classes are Tuesday/Wednesday/Thursday from 7:00 am to 2:30 pm

Mid-day classes are Tuesday/Wednesday/Thursdays from 10:00 am to 5:30 pm

Evening classes are Tuesday/Wednesday/Thursday from 3:00 pm to 11:30 pm

SUMMER 2024

Summer quarter starts on Tuesday, July 9, 2024

Summer quarter will complete the week of September 16, 2024

Morning classes are Tuesday/Wednesday/Thursday from 7:00 am to 2:30 pm

Mid-day classes are Tuesday/Wednesday/Thursdays from 10:00 am to 5:30 pm

Evening classes are Tuesday/Wednesday/Thursday from 3:00 pm to 11:30 pm

FALL 2024

Fall quarter starts on Tuesday, October 1, 2024

Fall quarter will complete the week of December 9, 2024

Morning classes are Tuesday/Wednesday/Thursday from 7:00 am to 2:30 pm

Mid-day classes are Tuesday/Wednesday/Thursdays from 10:00 am to 5:30 pm

Evening classes are Tuesday/Wednesday/Thursday from 3:00 pm to 11:30 pm

All instruction will occur at the Los Angeles Hospitality Education Center, located at 1001 S. Stadium Dr., Inglewood, CA 90305.

Deadlines for refunds, fee cancellations, registration, and withdrawals are different for each course. For specific course deadlines, please refer to the enrollment agreement. Final examinations are held during regular class meeting times during the last week of the quarter.

The LAHEC will abide by the following US Federal Holiday schedule:

FEDERAL HOLIDAYS

- New Year's Day
- Martin Luther King, Jr. Birthday
- Cesar Chavez Day
- Presidents' Day
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Indigenous People's Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day





GENERAL INFORMATION

The Los Angeles Hospitality Education Center (LAHEC) is located at the Hollywood Park Entertainment District, in Inglewood, CA. This district is a 298-acre urban village anchored by the region's newest shopping street, restaurants, and multiple major sports and entertainment venues. The village will include two million square feet of Class A commercial space, 2,500 modern residences, a 70,000 seat National Football League (NFL) stadium, 6,000 seat performing arts venue, and 25 acres of public parks.

The centerpiece of the entertainment district is SoFi Stadium, home to the Los Angeles Rams and Los Angeles Chargers. In 2028 when Los Angeles welcomes the Olympic Games, the stadium will co-host the Opening and Closing Ceremonies with the Los Angeles Memorial Coliseum. In addition to sporting events, the stadium will feature major concerts, shows and other entertainment events attracting guests from across the region and the world.

The Los Angeles Hospitality Education Center will provide its students with a skills-based curriculum designed to prepare its students and graduates with work-ready skills to quickly become a productive member of the hospitality workforce. It is anticipated that the Hollywood Park Entertainment District will generate job creation for several thousand new members of the hospitality workforce.

We believe that exceptional hospitality experiences should extend beyond game day and show time. From five-star feasts and craft cocktails to local eats and sizzling chef-inspired creations. Fresh, creative cuisine is just the beginning. We believe that true industry professionals strive to surprise and delight their guests at every turn.

MISSION STATEMENT

The mission of the Los Angeles Hospitality Education Center is to provide fast-paced, short-term, skills-based education that equips graduates with work-ready skills to enable them to obtain entry-level employment in the culinary and hospitality industries. We welcome qualified applicants at every stage in their career, from recent high school graduates to adult learners and other non-traditional students. Our goal is to provide an interactive, hands-on learning environment that fosters the development of work-oriented analytical and critical thinking skills, as well as a commitment to professionalism, integrity, and safety in the workplace.

Objectives

1. Provide fast-paced, short-term, skills-based education enabling graduates to obtain entry level employment in the culinary and hospitality industries with opportunities for growth.
2. Offer programs with relevant learning outcomes taught by experienced industry craftsmen and subject matter experts.
3. Provide hand's-on education with low student to teacher ratios allowing for an exceptional learning experience in state-of-the-industry kitchens, dining room, concessions, bar, and lounge laboratories.
4. Enable graduates to obtain important industry recognized credentials in the areas of food safety & sanitation and alcohol awareness.
5. Allow students to learn and practice on up-to-date technology, including popular point of sales systems with integrated hand-held devices, inventory management programs, mobile ordering applications, and nutritional data calculators.
6. Seek to develop preferred employment opportunities at nearby hospitality businesses.

Facilities

The LAHEC will feature over 10,000 square feet of education and administrative space. The main campus facilities are located at 1001 S. Stadium Drive, in Inglewood, CA 90305 and includes the following:

Fully equipped teaching kitchens (2), Service lab (1), Beverage lab (1), Academic classrooms (2), Learning resource center (1)

The teaching kitchens will feature commercial cooking equipment, including gas and induction ranges, combination steam oven, convection ovens, refrigerators, dishwashers, salamanders, and char-broilers. Kitchens will also contain commercial appliances including food processors, mixers, blenders, and cookware. The campus is handicapped-accessible.

The Professional Food and Beverage Service lab will feature an a la carte dining room, fixed food service concession stand, and a portable food cart.

The Professional Beverage lab will contain a bar, lounge, and portable bar.

Licensure

This institution is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

The Bureau can be reached at: Bureau for Private Postsecondary Education at: P. O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Disclaimer: The LAHEC does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor had a petition in bankruptcy filed against them within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

As a prospective student, you are encouraged to review this school catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Accreditation

The LAHEC is not accredited by any programmatic or institutional accreditation bodies. It offers Certificates of Completion to graduates for each of its programs.

Student Financial Aid

The LAHEC has not sought authorization to participate in any federal or state student aid programs.

Certification

The LAHEC is an approved testing/exam administration site for the National Restaurant Association's ServSafe Manager examination as well as its ServSafe Alcohol, which leads to 3rd party certification for these subjects to students successfully passing the respective examinations.

Advanced Placement

The LAHEC offers a fast-paced program and does not accept credits or proficiency credit from any other educational institution, and does not award credit for prior experiential learning. The LAHEC will accept a certificate of completion from the National Restaurant Association's ServSafe Manager or ServSafe Alcohol or Training for Intervention Procedures (TIPS). A valid ServSafe Manager certificate will exempt the student from the course "Food Safety & Sanitation," if there remains a minimum of two years of time on the first day of the scheduled class prior to the certificate's expiration date. A valid ServSafe Alcohol or (TIPS) certificate will exempt the student from the course "Responsible Alcohol Service," if there remains a minimum of two years of time before the certificate expires on the first day of the scheduled class.

The LAHEC does not accept or transfer hours or credit through challenge examinations, achievement tests, or experiential learning in lieu of any course offered in any of their programs, except for those classes stated under certification.

Policies, Procedures and Curriculum

The LAHEC reserves the right to modify its policies, procedures and academic and curricular requirements. Students are required to meet the LAHEC's policies, procedures and academic and curricular requirements in place at the time they matriculate into their selected program unless there is a subsequently approved change. These requirements are contained in this School Catalog and any School Catalog Addenda. Students will receive advance notification of any changes. Students who do not maintain continuous enrollment (except as a result of an approved leave of absence) will be subject to the schedule of tuition and charges in effect at the time of re-enrollment.

NOTICE CONCERNING THE TRANSFERABILITY OF CREDIT AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at the LAHEC is at the complete discretion of an institution to which you may seek to transfer to. Acceptance of the certificate you earn for our education program is also at the complete discretion of the institution to which you may seek to transfer to. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer to, you may be required to repeat some, or all, of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer to after attending the LAHEC to determine if your certificate will transfer.

The LAHEC has not entered into any articulation or transfer agreement with any college or university. The LAHEC does not accept transfer credits. The LAHEC offers short-term, skills-based vocational education to prepare students for entry level employment in the hospitality industry, and most schools would not accept credit hours or hours of training completed at the LAHEC on transfer.





FACULTY

Below are our current faculty members and their qualifications:

CULINARY ARTS CERTIFICATE PROGRAM					
NAME	EDUCATION & EXPERIENCE				
Guy Calluaud	L'ecole HotelièreNice	Executive Chef: San Angelo Country Club	Proprietor: Calluaud's Restaurant Group, Dallas	Executive Chef: The Pyramid Room, Fairmont Hotel, Dallas	Corporate Chef Double Diamond Resorts North America
Debbie Greenwood	MS: California State University	Chef Owner Debbie Schlesinger Catering	Chef Instructor Le Cordon Bleu Pasadena, CA	Chef Instructor Glendale Community College	Department Chair Home Economics Glenday High School
Phillip Valdez	AOS: California Culinary Academy	Senior Manager NBC Universal Los Angeles, CA	Executive Chef University of Southern California Campus Center	Executive Sous Chef Universal Studios Hollywood, CA	Executive Chef Guckenheimer Enterprises
Robert Martinez	Ed.D Argosy University	MA: Loyola Marymount	BS Cal State University, Long Beach	Business Development Manager American Paper	Adjunct Instructor Culinary Arts The Art Institutes
Anthony Serrano	BS: Collins College of Hospitality	AAS: Pasadena City College	Certified ServSafe Manager, Instructor, & Proctor	Director of F&B Debell Golf Club	Food & Beverage Outlets Manager Westin Bonaventure
Genesis Robinson	BS: Union College	AOS: Culinary Institute of America	Director of Food & Nutrition UCLA Health	Director of Food & Nutrition Kekoa Medicine, USC	Executive Chef Sodexo Healthcare Kaiser Permanente Los Angeles
Sia Haghighi	MS: University of California, Davis	BS: University of Tehran	Founder & CEO: Food Safety Consultants	Regional Food Safety Manager: Aramark	Environmental Health Specialist III: San Bernardino

PROFESSIONAL FOOD & BEVERAGE SERVICE CERTIFICATE PROGRAM

NAME	EDUCATION & EXPERIENCE					
Joseph Orellana	JAO Consulting-Director of Procurement	Luna Grill-Manager of Purchasing & Inventory	Sysco-Program Sales/Consultant			
Norman Rich	MS Cornell University-Management & Hospitality	BA University of Cincinnati	Multnomah Athletic Club-General Manager	Jonathan Club-COO/GM	Universal Studios/ Universal Citywalk Hollywood-SVP/GM	
Elena Shampaner	PhD University of Las Vegas-Hospitality Administration	MS University of Las Vegas-Hospitality Administration	MSTomsk State Pedagogical University-Business Communications	Pinnacle Entertainment-VP Strategic Initiatives	RCG Consulting Group-Director Project Management	Caesar's Entertainment Group-Manager European Development
Eddie Loussararian	MBA-University of Redlands	BS-Cal State Polytechnic University	Mount St. Mary's University-Professor Business Administration	Emser Tile-Director of Training	National University-Professor Management & Learning	Mt. San Antonio College-Professor Hospitality & Restaurant Management
Robert Ilgenfritz	MS: Azusa Pacific University	BS: California State Polytechnic University, Pomona	AS: Rio Hondo College	Restaurant Manager: Spago, Beverly Hills	Assistant Restaurant Manager: M Grill Brazilian Steakhouse	Assistant Restaurant Manager: Black Angus
Joshua Joe	AS: Art Institute of California, Los Angeles	Multi-Unit General Manager: Katsu Ya Group	Operations Manager: Art Institute of California, Los Angeles	Assistant General Manager: Specialty Restaurants Inc.		
Charles Saunders	BA: American University, Washington DC	AOS: Culinary Institute of America	Director of Dining: Cavello Point Lodge, Sausalito	Regional Director of Food & Beverage, Delaware North	Vice President of Hospitality, Centerplate, New York	
Paulo Javier	AOS: Le Cordon Bleu, Pasadena	Principal: PJ Private Chef & Catering, Baldwin Park	General Manager: Zankou Chicken, West Hollywood	Executive Sous Chef: Norwegian Cruise Lines		



PROFESSIONAL BEVERAGE SERVICE CERTIFICATE PROGRAM

NAME	EDUCATION & EXPERIENCE					
Christine Tran	BA UCLA- Political Science	Del Frisco's Double Eagle Steakhouse- Sommelier	SOCA- General Manager	Peasant Wine Bistro-GM/ Managing Partner		
Aaron Tharp	BA Cal State Long Beach- History	Court of Master Sommeliers- Certified Sommelier Level 1 & 2	The Ranch Restaurant & Saloon- Server/ Banquet Captain/Cellar Assistant	Bay Club Grill- Server	Zimzala- Server	
Jess Akin	MFA University of Missouri-Fine Arts	BA University of Houston	Epic Wines & Spirits-Sales Manager DTLA	Gabriela Fine Wines-Regional Sales Manager	Artesenal Wine Cellars-Wine Consultant	
David Burrola	BA: Cypress College	CWE Level 1: Court of Master Sommeliers	CS Level 2: Court of Master Sommeliers	Director of Hospitality: Alma Rosa Winery	Director of Hospitality: Sunstone Vineyards	General Manager & Sommelier: USC
Steve Gostin	MS: University of Phoenix - Adult Education & Training	BS: University of Phoenix - Business Management	Founder - Intelliserve Responsible Beverage Service	Santa Ana College, School of Continuing Education - Program Coordinator	The Art Institute of California: Program Chair, Culinary Arts	The Art Institute of California: Instructor, Culinary Arts
Wendy Jacobs-Riche	BA: University of California, Los Angeles	AOS: Culinary Institute of America	Diploma: Wine Education & Management, UCLA	Chef Instructor: Art Institute of California, Los Angeles	Proprietor: Meltdown Etc. Restaurant	Chef Instructor: Chef Eric's Culinary Classroom

FACULTY OFFICE HOURS

Faculty in the Professional Food and Beverage Service, Professional Beverage Service, and Culinary Arts programs are available during their office hours to meet with students. Your instructors will list the schedule of their office hours on the course syllabus which will be distributed to you at the beginning of each class as well as posting them outside the faculty office.

ADMINISTRATION

Below are our current administrators:



Ryan Tawwater
Chief Executive Officer (CEO)



Gary Prell
Chief Operating Officer (COO)
Chief Academic Officer (CAO)



Jesuina (Jessy) Henderson
Director of Admissions



Alvaro Thimann
Director of Education



PROGRAMS

This school catalog includes course information for the following programs:

- **CULINARY ARTS CERTIFICATE PROGRAM**

- This program prepares a student for the U. S. Department of Labor's position of Cook, Restaurant, Code #35-2014.00 (additional positions include Banquet Cook, Line Cook, Pantry and Garde Manger Cook, and Prep Cook).

- **PROFESSIONAL FOOD & BEVERAGE SERVICE PROGRAM**

- This program prepares a student for the U. S. Department of Labor's positions of Waiter or Waitress, Code #35-3031.00 (additional positions include Banquet Server, and Club Server) and Counter Attendants, Cafeteria, Food Concession, and Coffee Shop, Code #35-3022.00 (additional positions include Food Server, Line Server, and Cafeteria Server).

- **PROFESSIONAL BEVERAGE SERVICE PROGRAM**

- This program prepares a student for the U. S. Department of Labor's position of Bartender, Code #35-3011.00 (additional positions include Banquet Bartender and Bar Attendant) and Dining Room and Cafeteria Attendants and Bartender Helpers, Code #35-9011.00 (additional positions include Bar Back and Dining Room Attendant).

CULINARY ARTS CERTIFICATE PROGRAM

PROGRAM OBJECTIVE

The objective of the Culinary Arts program is to provide market-driven competency-based education delivered by faculty with appropriate credentials and industry experience. This program prepares graduates for entry-level culinary employment with opportunities for advancement in the food service industry.

PROGRAM DESCRIPTION

The six-month Culinary Arts program prepares graduates for a variety of careers in the food service industry. This preparation is accomplished through practical experiences in simulated commercial kitchens, including simulated situations with real-world production applications.

The program presents a broad introduction to the many aspects of the food service industry using a learner-centered approach to culinary education. Food production skills are complemented by courses transferring essential knowledge such as Food Safety & Sanitation, Nutrition, Menu and Recipe Costing, and Environmental Sustainability to ensure graduates are ready to become value-added members of their employer's team.

The subject areas and course modules are designed in logical sequential order so that students can achieve successful completion of the program. Each module builds upon skills learned in previous courses.

CONTACT HOURS

	LECTURE HOURS	LAB HOURS	CONTACT HOURS
FIRST QUARTER			
Introduction to Cooking I	33	132	165
Food Safety & Sanitation	44	0	44
Product Identification	22	0	22
SECOND QUARTER			
Introduction to Cooking II	33	132	165
Culinary Nutrition	22	0	22
Recipes and Menus	22	0	22
Environmental Sustainability Practices	22	0	22
TOTALS	198	264	462

GRADING

Students will be graded in the following areas: quizzes, projects, and classroom/lab participation

INSTRUCTIONAL METHODS:

Classes will include lecture, demonstrations, hands-on production, quizzes, examinations and review.

GRADING: Grading Scale:

91 - 100%	A
81 - 90%	B
71 - 80%	C
65 - 70%	D
Less than 65%	F



COURSE

INTRODUCTION TO COOKING 1

Lecture Hours 33

Lab Hours 132 **Total Hours** 165

Delivery

1 hour lecture & 4 hours lab per day/three (3) days per week/11 weeks

Text Book

On Cooking 6th Ed., Labensky, Hause, Martel, Digital Content, (Pearson)

Course Description

The fundamental concepts, skills, and techniques involved in basic cookery are covered in this course. This class provides an overview of proper identification, usage, cleaning, safety, handling, and care procedures for a variety of culinary tools including refrigeration equipment, fixed equipment, cooking equipment, hand tools, and appliances. Special emphasis is given to the study of ingredients, cooking theories, and the preparation of stocks, broths, glazes, soups, thickening agents, the mother sauces, and emulsion sauces. Lectures and demonstrations teach organization skills in the kitchen, work coordination, and knife skills. An introduction to the management perspective in the back-of-the-house organization and structure of various food service organizations.



Course Objectives

Upon successfully completing this course students will be able to:

Identify commonly used equipment, appliances, and hand tools and match appropriate tool for a given job

- Identify equipment in the kitchen including all refrigeration equipment, fixed equipment, cooking equipment, hand tools, and appliances
- Describe the use, cleaning, and maintenance functions for all kitchen equipment, appliances, and hand tools

Operate, clean, and maintain, safely, kitchen equipment, appliances, and hand tools

- Demonstrate operation of all equipment, appliances, and hand tools
- Demonstrate the safe cleaning and maintenance of all equipment, appliances, and hand tools
- Disassemble and reassemble, safely, all mechanical equipment

Demonstrate the safe and proper use of knives and commonly used kitchen equipment

- Demonstrate a variety of knife skills
- Demonstrate basic, uniform knife cuts: julienne, dice, oblique, tourney

Identify and apply cooking techniques and preparation methods for hot and cold foods, according to the guidelines established by the LAHEC

- Select and prepare stocks, soups, and sauces
- Prepare breakfast meats, eggs, cereals, and batter products
- List and define heat transfer methods for convection, conduction, and radiation

Demonstrate the total utilization concept

- Select and use proper amounts of food for any given recipe or preparation
- Utilize trim and by-products for other applications of preparation or cooking
- Portion foods to exactly specified quantities

Accurately follow any given recipe and achieve the specified desired outcome

- Scale and convert any given recipes and formulas to any amount

Explain how and why basic ingredients impact taste and quality of food products

- Identify the flavors achieved when combining food items
- Describe and use a variety of thickening agents



Describe the scope of opportunities available for employment in the food service industry

- Recognize the various organizations/structures within the food service industry
- List the various command structures within the food service industry
- Identify work hour requirements within various food service operations

Communicate effectively

- Articulate industry terminology

Describe the professional demands and standards of the food service industry

- Research local food service establishments
- Discuss various current developments/trends in the food service industry
- Read current literature related to the food service profession
- List resources to keep current within the food service industry
- Demonstrate a working knowledge of ethnic and cultural diversity in the workplace
- Discuss issues relating to ethnic diversity in the workplace

Grading

Students will be graded in the following area: quizzes, projects, and class participation

1. Class Attendance and Participation 60%
2. Homework Assignments and Quizzes 20%
3. Practical Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20 points per day, 3 days per week or 60 points per week for 10 weeks. 60% or 600 points for the overall grade.

Quizzes

There will be 10 quizzes. Each quiz will be worth 20 points for a total of 200 points or 20% of the student's grade.

Practical Exam

A practical exam consisting of knife skills and skills learned throughout the course including, but not limited to producing a soup, sauce, and egg cookery will be given in the last week of class. The chef will further discuss in class. This exam is worth 200 points or 20% of the student's total grade.





COURSE

FOOD SAFETY & SANITATION

Lecture Hours 44

Total Hours 44

Delivery

Lecture 2 hours/2 days per week/11 weeks

Text Book

ServSafe 7th Ed., National Restaurant Association, Digital Content, (NRA)

Course Description

This course is an introduction to food safety and environmental sanitation in a food production area. Attention is focused on food-borne illness and their origins, and on basic safety procedures followed in the food service industry. Emphasis will be given to food service in all areas of the facility, maintenance costs, flow, and production. This course will culminate with the ServSafe Manager exam, approved by the Federal Food and Drug Administration (FDA) and is recognized by 95% of state and local jurisdictions that require training or certification.



Course Objectives

Upon successfully completing this course students will be able to:

Recognize the principles of food safety & sanitation, and apply them in food service operations, culminating in a ServSafe Manager certification.

- Recognize time and temperature requirements for various foods, especially high-risk products
- Identify causes and symptoms of food-borne illnesses in order to prevent cross- contamination
- Demonstrate the proper procedure for heating and cooling within recognized guidelines
- Use appropriate washing procedures for hand washing, food products, pots and pans, and china and tableware

Recognize the principles of food safety & sanitation, and apply them in food service operations, culminating in a ServSafe Manager certification

- Describe the current types of cleaners and sanitizers, and use MSDS sheets in handling hazardous materials

Describe the basic principles of first aid

- Identify the various types of burns, cuts, and injuries, and appropriate courses of action/treatment

Grading

Students will be graded in the following area: quizzes, projects, and class participation

1. Class Attendance 20%
2. Quizzes 60%
3. ServSafe Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 40 points per week for 10 weeks. 40% or 400 points for the overall grade.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.



ServSafe Manager Examination

Students will be required to take the ServSafe Manager's on the second to last day of class after taking several quizzes and two practice tests. The student must score a 75% or higher to pass. Make-up exams will be given on the last day of class. Students will be required to pay an additional fee for the make-up exam. This exam will be worth 200 points or 20% of the student's grade.





COURSE

PRODUCT IDENTIFICATION

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

On Cooking 6th Ed., Labensky, Hause, Martel, Digital Content, (Pearson)

Manage First: Purchasing 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Course Description

This class provides an overview of proper identification, usage, cleaning, safety, handling, and care procedures for a variety of culinary tools including refrigeration equipment, fixed equipment, cooking equipment, hand tools, and appliances.



Course Objectives

Upon successfully completing this course students will be able to:

Describe the requirements for ordering, receiving and issuing food products for a commercial foodservice operation

- Explain the process for ordering food from commercial vendors
- Explain the process of receiving products from commercial vendors
- Determine how to assure proteins received are deemed safe for consumption
- Explain the requirements for safe handling of shellfish and why the need to save shellfish tags
- Describe what a par system is and why it is used
- Describe and explain the handling of food and sundry products
- Identify varieties of food and sundry products
- Identify seasonings, herbs, spices, and select contemporary uses pertaining to food preparation
- Identify product containers by specific industry call names
- Describe a cutting and canning experiment and explain why it is needed before purchasing canned items
- Identify and select various oils, vinegars, spices, herbs, and seasonings to achieve desired flavor outcomes
- Analyze and develop spice blends that represent International flavors
- Identify, store and use a variety of milk-based and cheese products

Select and demonstrate the optimum storage conditions for all food and sundry products

- Differentiate between fresh and frozen products
- Identify and compare expiration dates listed for food items versus the date of use

Receive and store food and sundry items properly

- List the procedures to date, tag, and rotate products
- Check and maintain proper storage temperatures of food products
- Identify and keep separate certain products
- Store products in a timely fashion
- Inventory food and sundry items on hand
- Receive, store, and issue fresh and frozen foods with attention to expiration dates and board of health and HACCP expectations

Describe and explain the handling of food and sundry products

- Determine when food products are at their peak of ripeness or quality
- Identify food products indigenous to specific regions
- Identify product containers by specific industry call names
- Identify and compare the expiration dates listed for food items versus the date of use



Grading

Students will be graded in the following area: quizzes, projects, and class participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 40 points per week for 10 weeks. 40% or 400 points for the overall grade.

Quizzes

There will be 8 quizzes. Each quiz will be worth 50 points for a total of 400 points or 40% of the student's grade.

Final Product Identification Exam

Students will be given a product identification exam where they will be asked to identify various herbs, spices, and products by touch, smell or labeling. This exam will be worth 200 points or 20% of the student's grade.





COURSE

INTRODUCTION TO COOKING II

Lecture Hours 33

Lab Hours 132 **Total Hours** 165

Delivery

1 hour lecture & 4 hours lab per day/three (3) days per week/11 weeks

Text Book

On Cooking 6th Ed., Labensky, Hause, Martel, Digital Content, (Pearson)

Course Description

The fundamental concepts, skills, and techniques involved in basic cookery are covered in this course. The basics of vegetable, starch, fish, meat, and poultry cookery are covered. Emphasis is given to basic cooking techniques such as sautéing, roasting, poaching, braising, and frying. Students must successfully complete a practical cooking exercise covering a variety of cooking techniques. Students will also be exposed to the importance of industry contacts, resume writing, time management, and will role play a hospitality occupational interview.

Course Objectives

Upon successfully completing this course students will be able to:

Identify and apply cooking techniques and preparation methods for hot and cold foods, according to the guidelines established by the LAHEC

- Demonstrate the following cooking techniques: braising, poaching, sautéing, grilling, broiling, steaming, stir-frying, roasting, frying, boiling, and smoking
- Prepare and apply proper cooking techniques for various cuts of meat, poultry, fish, and seafood
- Prepare and apply proper cooking techniques for vegetables, fruits, starches, and farinaceous products
- Utilize the flavor-layering concept
- Utilize basic seasonings
- Cook foods to the taste and texture intended and expected from the recipe

Demonstrate traditional and modern plate, table, and buffet presentations

- Utilize a variety of cutting and garnishing techniques

Demonstrate the total utilization concept

- Utilize proper techniques to clean, prepare, and cook food items to achieve maximum yield
- Utilize trim and by-products for other applications of preparation or cooking
- Portion foods to exactly specified quantities

Accurately follow any given recipe and achieve the specified desired outcome

- Scale and convert any given recipes and formulas to any amount

Explain how and why basic ingredients impact taste and quality of food products

- Explain how food additives affect food quality, texture, and flavors
- Explain the perception between sensory perceptions and flavors

Describe the scope of opportunities available for employment in the food service industry

- Discuss issues of stress management and how they relate to the food service industry
- Discuss the various career opportunities to advance within the food service industry
- List and describe various professional organizations and trade publications within the food service industry
- Communicate effectively
- Articulate industry terminology
- Demonstrate active and reflective listening skills

Describe the professional demands and standards of the food service industry

- Research local food service establishments

Read current literature related to the food service profession

- Trace historical and modern applications pertaining to international and regional cuisines

Read and explain the impact of restaurant reviews

Grading

Students will be graded in the following area: quizzes, projects, and lab participation

1. Class Attendance and Lab Participation 60%
2. Homework Assignments and Quizzes 20%
3. Practical Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grades will be worth 20 points per day, 3 days per week or 60 points per week for 10 weeks. 60% or 600 points for the overall grade.

Quizzes

There will be 10 quizzes. Each quiz will be worth 20 points for a total of 200 points or 20% of the student's grade.

Final Practical Exam

A practical exam consisting of knife skills and skills learned throughout the course including, but not limited to producing an entrée, vegetable, starch and sauce. This exam will be given in the last week of class. The chef will further discuss the practical exam in class. This exam is worth 200 points or 20% of the student's total grade.





COURSE

CULINARY NUTRITION

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

Manage First: Nutrition, 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Course Description

This course centers on an explanation of the basic principles of nutrition and its relationship to health. The structure, functions and sources of nutrients including carbohydrates, fats, vitamins, minerals, and water are discussed. Current issues in nutrition are reviewed, including dietary guidelines, energy balance, vitamin supplements, and food fats.



Course Objectives

Upon successfully completing this course students will be able to:

Explain how cooking procedures impact the character and chemical structure of food products

- Identify the cause and effect of combining ingredients
- Identify the changes in outcomes of food products, during storage, preparation, and cooking process
- Identify changes in outcomes of food products with different levels of pH
- Demonstrate the emulsification process using food products
- Explain and demonstrate the re-constitution and recovery procedures of food products

Describe the characteristics, functions, and food sources of the major nutrients and how to maximize nutrient retention in food preparation and storage to achieve dietary benefits

- List the six groups in the current USDA Food Guide pyramid and the recommended daily servings from each
- List the major nutrients contributed by each of the food groups
- Describe the characteristics, functions, and best sources of major nutrients
- List the primary functions and best sources of each major vitamin and mineral
- Describe the process of human digestion
- Calculate energy needs based upon basal metabolic rate and activity expenditure
- Identify common food allergies and list appropriate food substitutions for common food allergies
- Discuss contemporary nutritional issues such as vegetarianism, healthy-heart menus, and religious dietary laws.

Apply the principles of nutrient needs throughout the life cycle of menu planning and food preparation

- Identify the current USDA dietary guidelines and adapt recipes accordingly
- Evaluate diets in terms of USDA recommended dietary allowances
- Discuss and demonstrate cooking techniques and storage principles for the maximum retention of nutrients
- Categorize foods into exchange groups and plan menus applying the exchange system
- Identify and explain nutritional concerns as they apply to cooking and baking
- Demonstrate the recipe modification process for both cooked and baked items to conform to current USDA dietary guidelines



Apply the concepts of nutrition to develop and prepare wholesome, nutritionally balanced meals

- The student will be able to plan a nutritionally based menu, evolving around the dietary guidelines and goals established during the course
- The student will be able to determine the percentage of total calories derived from fats, protein, and carbohydrates in their nutritional menu

The student will be able to calculate a complete nutritious meal within given parameters while adhering to guidelines addressing fats, proteins, carbohydrates, sodium and cholesterol

- The student will be able to modify a recipe to reduce the total amounts of fat, saturated fats and cholesterol
- The student will be able to differentiate between carbohydrates, complex and simple
- The student will be able to translate the dietary goals into a healthy menu plan
- The student will be able to identify which nutrients are the least stable during cooking
- The student will be able to identify factors that adversely affect nutrient retention during storage and preparation
- The student will be able to identify the best methods of food preparation for conserving nutrients.

Perform various math skills

- Calculate percentages

Grading

Students will be graded in the following area: quizzes, projects, and class participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Project

Each student will submit a nutritional analysis of 3 recipes. The recipes will be given out in class. The analysis will be based on skills learned in the class and practiced over the time spent in the course. The project will be worth 20% or 200 points of the student's total grade.



COURSE

RECIPES AND MENUS

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

Manage First: Controlling Foodservice Costs 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

On Cooking 6th Ed., Labensky, Hause, Martel, Digital Content, (Pearson)

Course Description

In this course, students will come to understand the importance of calculating and controlling the product cost in the food and beverage industry. Students will learn how to create standardized recipes using weights, measures, and instructions, which can be duplicated easily and accurately by supervisors and other team members. Special attention will be given to making use of sub-recipes, scaling recipes to larger or smaller batch sizes, combining a group of recipes into menus, and creating ordering guides, preparation lists, and production lists. Menu writing principles will also be taught and practiced in this class.



Course Objectives

Upon successfully completing this course students will be able to:

Follow, accurately, any given recipe and achieve the specified desired outcome

- Demonstrate the accurate use of weights and measures
- Scale and convert any given recipe and formulas to any amount
- Define and interpret recipe terminology
- Determine proper proportions, amounts, and costs for formulas and recipes
- Differentiate between proper volume and weight measurements

Perform various recipe and menu costing skills

- Determine the accurate portion cost of a recipe or menu
- Determine the portion size of a recipe or menu
- Determine the cost of sales percentage given the cost of a recipe or menu and its corresponding sales price
- Determine the sales price of a recipe or menu given the desired cost of sales and its corresponding portion cost
- Define the terms "net weight" and "drained weight"
- Determine yields, and yield factors, for various ingredients used in recipes and menus

Write à la carte, buffet and banquet menus

- Describe the common types of menus used in foodservice
- Explain the term "truth in menus"
- Explain why menus require nutritional standards
- Describe the items that must be written on all foodservice menus that comply with health safety
- Use a thematic approach to writing menus
- Utilize appropriate seasonality when writing menus based on the time of year the menu will be served
- Incorporate culturally appropriate dishes and ingredients, indigenous to the region where the menu will be prepared and served
- Craft specialty event menus for Easter, Valentine's Day, Mother's Day, Thanksgiving, Christmas, and New Year's

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 40 points per week for 10 weeks. 40% or 400 points for the overall grade.

Quizzes

There will be 8 quizzes. Each quiz will be worth 50 points for a total of 400 points or 40% of the student's grade.

Final Project

For the final project each team of students will develop a menu consisting of two appetizers, two salads, three entrées and two desserts. Each menu will include descriptions and menu price based on a 33% food cost. Each item will include a recipe and cost sheet. This will be worth 20% or 200 points of the student's final grade.





COURSE

ENVIRONMENTAL SUSTAINABILITY PRACTICES

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

School Handouts

Course Description

This course will teach students about the impact of waste in food and energy in foodservice and ways to make an economic, social, and ethical impact in the way we manage food and valuable resources in our industry. Students will be tasked to find viable solutions.



Course Objectives

Upon successfully completing this course students will be able to:

Explain the positive benefits to the environment for food service operations to separate the components of its waste

- Differentiate the products that are separated into landfill, recycle, and compost containers
- Identify and define the resin identification codes (1-7) stamped on plastic containers that are commonly used in the food service industry
- List the attributes of various materials used to manufacture disposable food service containers such as: paper, plastic, fiber, and cardboard
- Describe how liners applied to disposable food service containers affect waste management companies' efforts to recycle the materials

List processes and procedures that can be employed by food service operators with energy conservation efforts

- Describe the positive and negative of the different forms of lighting and light bulbs
- List the temperature ranges to achieve optimal energy conservation while retaining a comfortable environment for employees and customers
- Explain the benefits to the environment and cost/value relationships of using energy efficient equipment in a food service operation
- List procedures that food service operators can follow to maximize energy conservation

List processes and procedures that can be employed by food service operators with water conservation efforts

- List different types of hand washing stations that conserve water
- List methods of defrosting foods that conserve water
- Prepare signage that will encourage water conservation by employees and customers

Describe the steps to set up and manage an effective composting program

- List the types of products that can be composted
- Explain steps that can be taken to mitigate unpleasant odors from the composting process
- Research and list procedures to have compost removed on a periodic basis

Explain the positive and negative impact a food service operation supply chain can have on the environment

- Determine the amount of energy that is consumed to raise one pound of beef, pork, poultry, and fish
- Determine the amount of energy that is consumed to transport one hundred pounds of food products 250 miles
- Explain how plant-based foods benefit the environment

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Project

Each team of two students will develop a kitchen sustainability process to include all OSHA and state regulatory requirements that can be implemented in their work kitchen. The project will be explained in detail by the instructor. This project is worth 200 points or 20% of the student's course grade.





TOTAL INSTITUTIONAL CHARGES

Students are responsible for the following fees and charges pertaining to the program's course of study completed during the designated enrollment period. The following fees are estimates and are subject to change. Students will receive advance notification of any changes.

Charges and Fees for the Culinary Arts Certificate Program

Fee	Amount	Quantity/Note	Total
Tuition	\$5,000.00	Per 11-week quarter	\$10,000.00
Application Fee	\$25.00	Non-refundable	\$25.00
Registration	\$25.00	Non-refundable	\$25.00
Tool Kit	\$120.00	Non-refundable once received and used	\$120.00
Laboratory Supplies	\$200.00	Per 11-week quarter. Non-refundable once each quarter begins	\$400.00
Textbooks & Digital Content	\$395.00	Per 22-week program. Non-refundable once received and used	\$395.00
Uniforms	\$150.00	Non-refundable once received and used	\$150.00
Housing	Not available	Not available	\$0.00
Tutoring	Not available	Not available	\$0.00
Assessment fees/ Transfer of credit	Not applicable	Not applicable	\$0.00
Fees to transfer credits	Not applicable	Not applicable	\$0.00
State Tuition Recovery Fund	Currently at \$2.50 per \$1,000.00 in tuition & fees	Non-refundable	\$27.50
TOTAL			\$11,142.50



- A. TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE:
\$5,942.50
- B. ESTIMATED TOTAL CHARGES FOR ENTIRE CULINARY ARTS
CERTIFICATE PROGRAM: \$11,142.50

Non-Refundable Items

- **Tool Kits.** Tool kits are included in the Total Institutional Charges and are required for the program. Once received and used, tool kits are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Lab Fees.** Lab fees include food, beverage, and sundry items needed to conduct demonstrations in support of the daily lesson plans and for student hands on practice for the Culinary Arts Certificate Program. Once each quarter begins, the lab supplies are non-refundable.
- **Uniforms.** Uniforms are included in the Total Institutional Charges and are required for the program. Once received, uniforms are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Textbooks and Digital Content.** The listed textbooks and digital content are utilized in the Culinary Arts Certificate Program. Textbooks and digital content are included in the Total Institutional Charges and are required for the program. Once received, textbooks and digital content are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.

Uniforms

The following components are included in the school-issued uniform. Please see the Professional Image policy for additional uniform information. Web links will be provided to the institution's approved apparel vendor should students choose to purchase additional garments.

Item	Price Each	Quantity	Total Price
Cook Jackets	\$40.00	2	\$80.00
Cook Pants	\$15.00	2	\$30.00
Bib Aprons	\$9.00	2	\$18.00
Skull Cap	\$8.36	1	\$8.36
		CA Sales Tax 10%	\$13.64
		TOTAL PRICE	\$150.00

Tool Kit

The following items are included in the Culinary Arts tool kit. The quantity of each number is one (1) unless otherwise noted. The tool kit is purchased as one bulk item. The LAHEC does not sell individual items from the tool kit. Web links will be provided to the institution's approved tool kit vendor should students choose to purchase additional culinary tools.

Item	Quantity	Total Price
8" Chef's Knife Millennia	1	
6" Boning Knife- Millennia	1	
3" Paring-Slim-Black- Millennia	1	
8" Bread Knife Millennia	1	
Y Peeler, White Handle	1	
Digital Thermometer	1	
10" Steel-Genesis	1	
Knife Roll-7 Pockets	1	
Veg Cut Ruler	1	
	Full Kit Price	\$109.09
	CA Sales Tax 10%	\$10.91
	TOTAL PRICE	\$120.00

Text Books and Digital Content

On Cooking 6th Ed., Labensky, Hause, Martel, Digital Content, (Pearson)

Manage First: Controlling Foodservice Costs 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Manage First: Purchasing 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

ServSafe 7th Ed., National Restaurant Association, Digital Content, (NRA)

Manage First: Nutrition, 2nd Ed., National Restaurant Association, Digital Content, (Pearson)



PROFESSIONAL FOOD & BEVERAGE SERVICE CERTIFICATE PROGRAM

PROGRAM OBJECTIVE

The objective of the Professional Food & Beverage Service Program is to provide a market-driven, competency-based education delivered by faculty with appropriate credentials and industry experience. This program prepares graduates for employment as a skilled food and beverage server with opportunities for advancement in the food service industry.

PROGRAM DESCRIPTION

The three-month Professional Food & Beverage Service Program prepares graduates for a variety of careers in the food service industry. This preparation is accomplished through practical experiences in a simulated dining environment.

The program presents a broad introduction to the many aspects of the food service industry using a learner-centered approach to food service education. Professional service skills are complemented by courses transferring essential knowledge such as Exemplary Customer Service, Responsible Alcohol Service and Transactions, Reconciliations, and Point-of-Sale Systems to ensure graduates are able to become value-added members of their employer's team.

The subject areas and course modules are designed in logical sequential order so that students can achieve successful completion of the program. Each module builds upon skills learned in previous courses.

CONTACT HOURS

	LECTURE HOURS	LAB HOURS	CONTACT HOURS
FIRST QUARTER			
Professional Food & Beverage Service	33	132	165
Exemplary Customer Service	22	0	22
Responsible Alcohol Service	22	0	22
Transactions, Reconciliations, and Point-of-Sale Systems	11	11	22
TOTALS	88	143	231

GRADING

Students will be graded in the following areas: quizzes, projects, and classroom/lab participation

INSTRUCTIONAL METHODS:

Classes will include lecture, demonstrations, hands-on production, on-line quizzes, and review.

GRADING: Grading Scale:

91 - 100%	A
81 - 90%	B
71 - 80%	C
65 - 70%	D
Less than 65%	F





COURSE

PROFESSIONAL FOOD & BEVERAGE SERVICE

Lecture Hours 33

Lab Hours 132 **Total Hours** 165

Delivery

Lecture 1 hour & 4 hours lab per day/3 days per week/11 weeks

Text Book

Remarkable Service, 3rd Ed., Culinary Institute of America, Digital Content, (John Wiley & Sons)

Course Description

In this course, students will learn the skills and techniques of the “front-of-the-house” personnel. Throughout this course, students will rotate through all of the à la carte dining room, concession, club, and suite positions from waiter to manager; learning and practicing their skills in our dining operations and service lab. Emphasis will be on basic serving techniques and on customer satisfaction. Students will also properly utilize a point-of-sale computer system.



Course Objectives

Upon successfully completing this course students will be able to:

Describe and demonstrate the roles and responsibilities of the front-of-the-house staff

- List and explain the organizational chart for à la carte, concession, club, and suite operations
- Describe the functions of the à la carte, concession, club, and suite personnel
- Lead a pre-shift meeting for staff
- List the proper procedures in the preparation of à la carte, concession, club and suite locations for service; including product knowledge, atmosphere, temperature, lighting, music, supplies, mise en place, overall cleanliness, and the final inspection prior to opening for guests
- Describe and explain the importance in floor operations, the chain of command in à la carte, concession, club, and suite operations
- Describe and explain the importance of clearing and bussing skills
- Demonstrate the ability to set up and maintain a condiment station throughout a busy shift
- Explain the proper training procedures for à la carte, concession, club, and suite personnel
- List and explain the proper communication technique and skill set to effectively work as a team in a busy service environment
- Explain the inter-relationships and workflow between dining and kitchen operations

Demonstrate proper service techniques

- List the general rules of table settings for à la carte and banquet service
- Discuss and describe the various forms of linens and napery, some of the more common folding techniques, the linen service company's methods of operations and service and how they apply to à la carte, club, and suite operations
- Demonstrate the proper procedures for managing the front door, correctly utilizing a reservation book and the operation's reservation policies, greeting the guest, seating procedures and monitoring the flow of service for maximum customer satisfaction
- Demonstrate à la carte, concession, club, and suite service
- Demonstrate the skills and procedures for proper non-alcoholic beverage service as well as basic cocktails, wines, and beer service
- List and demonstrate the proper procedures in the preparation, setup, and merchandising of a portable location for efficient and quick service, including product, equipment, service vessels, ice, and transaction equipment
- Explain food delivery systems such as banquets, buffets, and catering
- Demonstrate the use of color, height, texture, and shapes when merchandising and/or displaying food products in concessions, clubs, and suites

- Identify and demonstrate various table settings
- Explain and demonstrate techniques for service personnel including menu knowledge and suggestive selling
- Understand and demonstrate the proper service of beer, wine, and cocktails

Demonstrate proper guest check handling procedures

- Explain and demonstrate the proper procedures for preparing and processing guest checks for both manual and automated systems
- Proficiently operate and comprehend data from a manual guest check system
- Proficiently operate and comprehend data from a point-of-sale computer system
- List and demonstrate the proper procedures for checking in and out product and cash for a portable location

Describe and demonstrate quality customer service

- Explain and describe the guest, their expectations, and needs
- Demonstrate and explain guest service and customer relations, including the handling of difficult situations
- Demonstrate the highest level of professionalism in personal appearance and attitude
- Possess a thorough understanding of all menus and be able to describe each menu item
- Demonstrate the skills involved with customer satisfaction and quality control

Demonstrate appropriate housekeeping, food safety, and sanitation procedures

- Demonstrate the correct use of coffee makers and soda dispensing equipment, as well as all of the other usual and customary smallwares associated with à la carte dining, concession, club, and suite operations
- List and explain the various types of tea, coffee, and espresso along with demonstrating the proper brewing techniques, quality control awareness, and traditional service techniques
- Demonstrate the ability to effectively troubleshoot problems with soda dispensing, coffee brewing, and draft beer equipment
- Demonstrate how to safely change and adjust the pressure regulator on a Co2 tank
- List and describe the various names and types of service ware and how each applies to the food service industry
- List and describe the various forms and styles of menus and how each applies to the various classifications of food service establishments



Demonstrate the proper use of equipment commonly used in à la carte dining, concession, club, and suite operations

- Demonstrate the correct use of coffee makers and soda dispensing equipment, as well as all of the other usual and customary smallwares associated with à la carte dining, concession, club, and suite operations
- List and explain the various types of tea, coffee, and espresso along with demonstrating the proper brewing techniques, quality control awareness, and traditional service techniques
- Demonstrate the ability to effectively troubleshoot problems with soda dispensing, coffee brewing, and draft beer equipment
- Demonstrate how to safely change and adjust the pressure regulator on a Co2 tank
- List and describe the various names and types of service ware and how each applies to the food service industry
- List and describe the various forms and styles of menus and how each applies to the various classifications of food service establishments

Demonstrate appropriate housekeeping, sanitation, and safety procedures

- Prepare opening and closing tasks, roles, and responsibilities
- Explain evacuation procedures
- List procedures for handling emergencies
- Demonstrate outstanding personal hygiene and appropriate attire
- List daily, weekly, and monthly housekeeping and janitorial tasks

List and explain other types of service

- Differentiate between banquets and buffets
- Explain the differences between off-site and on-site catering
- Plan and discuss different types of special events
- List the procedures for to-go orders
- Describe and demonstrate butler passed service

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 60% or 600 points.



Quizzes

There will be 10 quizzes. Each quiz will be worth 20 points for a total of 200 points or 20% of the student's grade.

Final Project

Develop a server manual based on skills learned in class. The project will be worth 20% or 200 points of the student's total grade.





COURSE

EXEMPLARY CUSTOMER SERVICE

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

Manage First: Customer Service 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Course Description

In this course, students learn how to provide effective and professional customer service. Students prepare for their career by studying actual hospitality cases and developing solutions to common customer service problems.



Course Objectives

Upon successfully completing this course students will be able to:

Define Customer Service

- Define common customer expectations for a great hospitality experience

Actively express an understanding of the customer service industry

- Express in written and oral form one's individual philosophies of customer service
- Identify and practice the attitudes and behaviors that lead to exemplary customer service

Express techniques for improving customer expectations

- Design a new or improved customer service system
- Explain examples where products and services are customized specific to each customer's tastes and preferences
- Demonstrate techniques of negotiating with customers' needs in mind, to create win-win scenarios
- Describe how to achieve positive results by practicing a positive, "can-do" attitude at all times

Demonstrate improved listening skills

- Actively illustrate steps toward problem solving

Discuss the relationship between leadership and motivation in customer service

- Discuss the relationship between strategy and empowerment in creating a culture that encourages the provision of excellent customer service
- Demonstrate methods of showing leadership without position

Define customer retention and various methods of measuring customer satisfaction

- Express an understanding of how to cope with those individuals whom one finds to be challenging
- Describe how to sustain a lasting relationship with your customers based on trust and loyalty
- Explain why exemplary customer service will differentiate the service and quality standards at your operation from those of your competitors

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%



In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Project

Students will be given a set of case studies that involve exemplary customer service. The student will then analyze, evaluate, and create a presentation to explain your results. This will be worth 20% or 200 points towards the student's entire grade.





COURSE

RESPONSIBLE ALCOHOL SERVICE

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

ServSafe Alcohol: Fundamentals of Responsible Alcohol Service 3rd Ed., National Restaurant Association, Digital Content, (NRA)

Course Description

In this course students will learn procedures and techniques to prevent intoxication, drunk driving, and underage drinking among the people to whom they sell or serve alcohol. This course will culminate with the ServSafe Alcohol certification exam, recognized by most state and local jurisdictions that require training or certification in alcohol awareness.



Course Objectives

Upon successfully completing this course students will be able to:

List the legal responsibilities for servers of alcohol, explain the types of illegal sales, and explain the procedure for checking IDs and documenting incidents

- Prevent alcohol sales to minors
- Identify forms of fake identification
- Prevent alcohol-related incidents
- Prevent second-party sales
- Apply real-life scenarios through practical application exercises using short video scenes

Describe how alcohol affects people, signs of intoxication to look for, and relevant information about alcohol that can be used to serve alcohol in a responsible manner

- Recognize signs of intoxication
- Prevent intoxicated customers from disturbing others
- Apply the real-life scenarios through practical application exercises using short video scenes

List intervention guidelines for providing customer-friendly, responsible alcohol service

- Intervene when customers are intoxicated
- Apply intervention techniques to real-life scenarios through practical application exercises using short video scenes
- Ensure all guests have a pleasant experience
- Interact with authorities when a problem arises

List the economic benefits by providing responsible alcohol service

- Reduce business expenses and liability
- Earn discounts on liability insurance rates
- Protect yourself and the establishment from liability
- Require alcohol server certification for staff

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.



Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Exam

Students will be required to take the ServSafe Alcohol exam and score 75% or higher in order to pass the exam. This will be worth 20% or 200 points of the student's entire grade.





COURSE

TRANSACTIONS, RECONCILIATIONS, AND POINT-OF-SALE SYSTEMS

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

POS Manual

Cash Register Manual

Course Description

In this course students will learn how to accurately make cash and credit card transactions using cash registers and point-of-sale systems. The students will learn how to accurately calculate tax, gratuities, and service charge rates using a calculator. Students will become proficient at running various reports and reconciling cash banks and daily sales.



Course Objectives

Upon successfully completing this course students will be able to:

Perform accurate transactions

- Calculate food and beverage totals, sales tax, gratuities and service charges
- List the different forms of payment
- List the proper procedures for checking in and out product and cash for a portable bar

Reconcile cash banks and daily sales

- Define X and Z reports
- Explain the procedures for dealing with comps, voids, and discounts
- Explain the procedures for dealing with variances

Describe and utilize various types of order entry and sales management equipment

- Properly use cash registers to make cash and credit transactions
- Properly use a point-of-sale system to make cash and credit transactions
- Explain a guest check system
- Enter guest orders using a point-of-sale system
- Describe modifiers and properly apply them to food orders using a point-of-sale system
- Explain course firing and properly apply them to food orders using a point-of-sale system
- Input, transmit, and analyze the reporting features of a point-of-sale system
- Demonstrate the proper cash handling and reporting procedures through the use of a point-of-sale system
- Utilize the features of a point-of-sale system to perform reservation mapping
- Describe the time clock features of a point-of-sale system
- Demonstrate the ability to troubleshoot problems with a point-of-sale system

Explain the benefits of using a point-of-sale system

- Manage reports using a point-of-sale system
- Prepare historical records using a point-of-sale system
- Input and recall customer information using a point-of-sale system
- Describe how a point-of-sale system can track inventory and product costs

Explain essential procedures when utilizing a point-of-sale system

- Explain mapping a point-of-sale system setup process
- Describe common service and maintenance programs for point-of-sale systems



- Explain the importance of having a crash kit
- List the pros and cons of wireless and wired point-of-sale systems

Explain credit card payment systems

- Define payment card industry data security standard (PCI DSS) compliance
- Explain the costs associated with credit card transactions
- List privacy and security protocols when using credit cards
- Describe forms of technology used for cashless transactions

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled,

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Exam

A practical exam will be given at the end of this class. The exam will test the student's skills on navigating and operating a POS system. Retrieving pertinent information that will be part of the expectations of future employers. This will be worth 20% or 200 points towards the student's grade.





TOTAL INSTITUTIONAL CHARGES

Students are responsible for the following fees and charges pertaining to the program's course of study completed during the designated enrollment period. The following fees are estimates and are subject to change. Students will receive advance notification of any changes.

Charges and Fees for Professional Food and Beverage Service Certificate Program

Fee	Amount	Quantity/Note	Total
Tuition	\$5,000.00	Per 11-week quarter	\$5,000.00
Application Fee	\$25.00	Non-refundable	\$25.00
Registration	\$25.00	Non-refundable	\$25.00
Tool Kit	\$100.00	Non-refundable once received and used	\$100.00
Laboratory Supplies	\$200.00	Per 11-week quarter. Non-refundable once each quarter begins	\$200.00
Textbooks & Digital Content	\$275.00	Per 11-week program. Non-refundable once received and used	\$275.00
Uniforms	\$140.00	Non-refundable once received and used	\$140.00
Housing	Not available	Not available	\$0.00
Tutoring	Not available	Not available	\$0.00
Assessment fees/ Transfer of credit	Not applicable	Not applicable	\$0.00
Fees to transfer credits	Not applicable	Not applicable	\$0.00
State Tuition Recovery Fund	Currently at \$2.50 per \$1,000.00 in tuition & fees	Non-refundable	\$15.00
TOTAL			\$5,780.00

- A. TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE:
\$5,780.00
- B. ESTIMATED TOTAL CHARGES FOR ENTIRE PROFESSIONAL
FOOD AND BEVERAGE SERVICE CERTIFICATE PROGRAM:
\$ 5,780.00

Non-Refundable Items

- **Tool Kits.** Tool kits are included in the Total Institutional Charges and are required for the program. Once received and used, tool kits are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Lab Fees.** Lab fees include food, beverage, and sundry items needed to conduct demonstrations in support of the daily lesson plans and for student hands on practice for the Professional Food and Beverage Service Certificate Program. Once each quarter begins, the lab supplies are non-refundable.
- **Uniforms.** Uniforms are included in the Total Institutional Charges and are required for the program. Once received, uniforms are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Textbooks and Digital Content.** The listed books, textbooks, and digital content are utilized in the Professional Food & Beverage Service Culinary Arts Certificate Program. Books, textbooks, and digital content are included in the Total Institutional Charges and are required for the program. Once received, books, textbooks, and/or digital content are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.

Tool Kit

The following items are included in the Professional Food and Beverage Service tool kit. The quantity of each number is one (1) unless otherwise noted. The tool kit is purchased as one bulk item. The LAHEC does not sell individual items from the tool kit. The web site address for the institution's approved tool kit vendor will be provided should students choose to purchase additional tools.

Item	Quantity	Total Price
Digital Thermometer	1	
Double-Lever Corkscrew	1	
Bottle Opener, S/S, 7", Barfly	1	
Table Crumber, Gold	1	
Small Calculator	1	
3" Paring-Slim-Black, Millenia	1	

Pocket Flashlight, Zoro	1	
18" x 18" Polishing Cloth	1	
Roll Bag, 7 Pockets	1	
	Full Kit Price	\$90.90
	CA Sales Tax 10%	\$9.10
	TOTAL PRICE	\$100.00

Uniforms

The following components are included in the education center's issued uniform package. Please see the Professional Image policy for additional uniform information. The web site address for the institution's approved tool kit vendor will be provided should students choose to purchase additional garments.

Item	Price Each	Quantity	Total Price
Waiter Jackets	\$40.00	2	\$80.00
Cook Pants	\$20.00	1	\$20.00
Bistro Apron	\$10.00	2	\$20.00
Ball Cap	\$7.27	1	\$7.27
		CA Sales Tax 10%	\$12.73
		TOTAL PRICE	\$140.00

Text Books and Digital Content

Remarkable Service, 3rd Ed., Culinary Institute of America, Digital Content, (John Wiley & Sons)

Manage First: Customer Service 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

ServSafe Alcohol: Fundamentals of Responsible Alcohol Service 3rd Ed., National Restaurant Association, Digital Content, (NRA)

POS Manual

Cash Register Manual

PROFESSIONAL BEVERAGE SERVICE CERTIFICATE PROGRAM

PROGRAM OBJECTIVE

The objective of the Professional Beverage Service program is to provide a market-driven, competency-based education delivered by faculty with appropriate credentials and industry experience. This program prepares graduates for employment as a skilled bar back, bartender, or mixologist with opportunities for advancement in the food service industry.

PROGRAM DESCRIPTION

The three-month Professional Beverage Service Certificate Program prepares graduates for a variety of careers in the food service industry. This preparation is accomplished through practical experiences in a simulated bar and lounge environment.

The program presents a broad introduction to the many aspects of the food service industry using a learner-centered approach to food service education. Professional bar back, bartender, or mixologist skills are complemented by courses transferring essential knowledge such as Wines, Spirits, and Malted Beverages, Responsible Alcohol Service and Transactions, Reconciliations, and Point-Of-Sale Systems to ensure graduates are able to become value-added members of their employer's team.

The subject areas and course modules are designed in logical sequential order so that students can achieve successful completion of the program. Each module builds upon skills learned in previous courses.

CONTACT HOURS

	LECTURE HOURS	LAB HOURS	CONTACT HOURS
FIRST QUARTER			
Professional Beverage Service	32	132	165
Wines, Spirits and Malted Beverages	22	0	22
Responsible Alcohol Service	22	0	22
Transactions, Reconciliations, and Point-of-Sale Systems	11	11	22
TOTALS	88	143	231

GRADING

Students will be graded in the following areas: quizzes, projects, and classroom/lab participation

INSTRUCTIONAL METHODS:

Classes will include lecture, demonstrations, hands-on production, on-line quizzes, and review.

GRADING: Grading Scale:

91 - 100%	A
81 - 90%	B
71 - 80%	C
65 - 70%	D
Less than 65%	F



COURSE

PROFESSIONAL BEVERAGE SERVICE

Lecture Hours 33 **Lab Hours** 132 **Total Hours** 165

Delivery

Lecture 2 hours & 4 hours lab per day/3 days per week/11 weeks

Text Book

Manage First: Bar & Beverage Management, 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Course Description

In this course, students will learn the skills and techniques of the bartender and mixologist. Throughout this course, students will rotate through all of the beverage positions, from bar back to manager, learning and practicing their skills in our bar and lounge facility. Emphasis will be on traditional bartending and basic mixology skills. Students will learn about the specific management opportunities and challenges in managing a bar, lounge, or food service establishment that serves alcohol. Students discuss topics such as wines, spirits, mixed drinks, merchandising techniques for liquors and liqueurs, and micro brewed beers. Students will also properly utilize a Point-of-Sale computer system.



Course Objectives

Upon successfully completing this course students will be able to:

Describe and demonstrate the roles and responsibilities of the bar and lounge staff

- List and explain the organizational chart for a full-service and portable bar operation
- Describe the functions of the beverage personnel
- Identify the ideal qualities of a sommelier or bartender for a bar or lounge in a food service establishment
- Lead a pre-shift meeting for staff members
- List and demonstrate the proper procedures in the preparation, setup and merchandising of the bar, back bar, and lounge for service, including atmosphere, temperature, lighting, music, supplies, bar and lounge mise en place, overall cleanliness, and the final inspection prior to opening for guests
- List and demonstrate the proper procedures in the preparation, setup, and merchandising of a portable bar for efficient and quick service, including product, equipment, service vessels, ice, and transaction equipment
- Describe and explain the importance of the chain of command in a beverage operation
- Explain the proper training procedures for the bar and lounge personnel
- List and explain the proper communication techniques and skills to effectively work as a team in a bar and lounge environment
- Explain the inter-relationships and work-flow between bar and lounge operations and other functional areas of a food service operation
- List and explain an alcohol awareness program for California and for federal regulations pertaining to alcohol service, liquor liabilities, and some common alcohol training programs approved in the food service industry

Demonstrate proper bartending and mixology techniques

- List and identify spirits
- Explain the basic process of distillation and aging
- Define the "Golden Ratio" 2:1:1
- List and identify malted beverages
- Explain the basic process of brewing
- Describe the differences between domestic and imported beers
- List and identify wines from various countries and regions
- Explain the process of wine making
- List and identify recipes, glassware, and tools used in the bar and lounge environment
- Demonstrate the preparation of a variety of common mixed drink recipes and which type of service vessel they are traditionally served from



- Understand and demonstrate the skills and knowledge required for proper and correct service of beer, wine, and spirits
- Explain and demonstrate techniques for beverage personnel including menu knowledge and suggestive selling

Demonstrate proper guest check handling procedures

- Explain and demonstrate the proper procedures for preparing and processing guest checks for both manual and automated systems
- Proficiently operate and comprehend data from a manual guest check system
- Proficiently operate and comprehend data from a point-of-sale computer system

Describe and demonstrate quality customer service

- Describe the difference between a bartender and a drink maker
- Explain and describe the guest, their expectations, and their needs
- Demonstrate and explain guest service and customer relations, including the handling of difficult situations
- Demonstrate the highest level of professionalism in personal appearance and attitude
- Possess a thorough understanding of all menus and be able to describe each menu item
- Demonstrate the skills involved with customer satisfaction and quality control

Please change to Demonstrate appropriate housekeeping, food safety, and sanitation procedures

- Demonstrate the correct use of coffee makers and soda dispensing equipment, as well as all of the other usual and customary small wares associated with a bar and lounge
- List and explain the various types of tea, coffee, and espresso
- Demonstrate the proper brewing techniques, quality control awareness, and traditional service techniques
- Demonstrate the ability to effectively troubleshoot problems with soda dispensing, coffee brewing, and draft beer equipment
- Demonstrate how to safely change and adjust the pressure regulator on a Co2 tank
- Identify the tools and equipment which are used for preparing and serving wines, spirits, and malted beverages
- List and describe the various names and types of service ware and how each applies to the bar and lounge area
- List and describe the various forms and styles of bar and lounge menus



Demonstrate basic beverage management skills for cost control, purchasing, security, and storage for all alcoholic products

- Demonstrate merchandising techniques for wine, spirits, and malted beverages
- Demonstrate how to price, inventory, and evaluate the costs of a profitable beverage program
- List and demonstrate the proper procedures for checking in and out product and cash for a portable bar
- Identify the commonly used procedures in beverage management regarding cost control, inventory control, security, theft, purchasing, and accounting
- Describe the proper storage and security for alcoholic beverages
- Establish working pars for both the bar and storage facility
- Appropriately price alcoholic beverages to attract target market consumers while optimizing the contribution margin
- Describe the perceived value for different types of alcohol
- Explain the contributions of alcoholic beverages to profits
- List various forms of liability with regard to alcoholic beverage service

List the Standards of Identity required by the U.S. for identification

- List and explain the primary liquor regulations related to the beverage industry

Demonstrate appropriate housekeeping, sanitation, and safety procedures

- Prepare opening and closing tasks, roles, and responsibilities
- Explain evacuation procedures
- List procedures for handling emergencies
- Demonstrate outstanding personal hygiene and appropriate attire
- List daily, weekly, and monthly housekeeping and janitorial tasks

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Project 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 60% or 600 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 20 points for a total of 200 points or 20% of the student's grade.



Final Project

Each team of students will develop a beverage manual to include duties performed by the beverage manager. The project will be worth 20% or 200 points of the student's grade.





COURSE

WINES, SPIRITS, AND MALTED BEVERAGES

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

Beverage Manager's Guide to Wines, Beers and Spirits 4th Ed., Schmid & Laloganes, Digital Content, (Pearson)

Course Description

In this course, students learn about American and European wines and malted and distilled beverages. Students learn how these beverages are produced, how to identify quality products, and how to pair wines and other beverages with food. Students also gain an understanding of the liquor laws that regulate food service operations and learn management techniques for handling wines and spirits.



Course Objectives

Upon successfully completing this course students will be able to:

List and identify the various wine growing regions in America, France, and Germany and the wine products that are indigenous to each of the regions

- Identify a wine's region and grape varieties by reading the wine's label
- Describe how viticulture/vinification practices and geography/climate factors relate to the quality and variations in wines

Identify the grape varieties used in wine production and explain which varieties of grapes are used to produce a particular variety of wine

- Be able to competently read and interpret a wine label from American, German, or French products and fully understand the meaning of each word on the label

Identify beer, wine, and distilled products

- List and identify spirits
- List and identify malted beverages
- List and identify wines from various countries and regions
- Explain the history of wines, malted and distilled products as well as the brewing and distillation process and the bottling and packaging techniques used by alcoholic beverage manufacturers
- Explain wine growing techniques and manufacturing and bottling procedures for wineries and vineyards
- Describe the proper storage procedures for wines

Set up a comprehensive beverage list that will show value, variety, quality, and profitability

- Develop a beverage menu proposed for use at a restaurant including priced products, a bin storage system, and a projected sales mix of menu items to achieve a pre-determined overall beverage cost
- Write a wine list for a specific target market

Properly taste and critique a wine utilizing common techniques and criteria

- Explain the common practice of wine tasting and how to determine the quality of a wine by tasting
- Identify the quality of a wine using taste, smell, and sight
- Explain the principles for the proper pairing of food with wines or other alcohol products to achieve a desired balance of taste and flavor

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%



In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Exam

Students will do a horizontal tasting of various wines and explain the varietal, country of origin, and identify flavors and components of the wine based on skills learned in class. This will be worth 20% or 200 points towards the student's entire grade.





COURSE

RESPONSIBLE ALCOHOL SERVICE

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

ServSafe Alcohol: Fundamentals of Responsible Alcohol Service 3rd Ed., National Restaurant Association, Digital Content, (NRA)

Course Description

In this course students will learn procedures and techniques to prevent intoxication, drunk driving, and underage drinking among the people to whom they sell or serve alcohol. This course will culminate with the ServSafe Alcohol certification exam, recognized by most state and local jurisdictions that require training or certification in alcohol awareness.



Course Objectives

Upon successfully completing this course students will be able to:

List the legal responsibilities for servers of alcohol, explain the types of illegal sales, and explain the procedure for checking IDs and documenting incidents

- Prevent alcohol sales to minors
- Identify forms of fake identification
- Prevent alcohol-related incidents
- Prevent second-party sales
- Apply real-life scenarios through practical application exercises using short video scenes

Describe how alcohol affects people, signs of intoxication to look for, and relevant information about alcohol that can be used to serve alcohol in a responsible manner

- Recognize signs of intoxication
- Prevent intoxicated customers from disturbing others
- Apply the real-life scenarios through practical application exercises using short video scenes

List intervention guidelines for providing customer-friendly, responsible alcohol service

- Intervene when customers are intoxicated
- Apply intervention techniques to real-life scenarios through practical application exercises using short video scenes
- Ensure all guests have a pleasant experience
- Interact with authorities when a problem arises

List the economic benefits by providing responsible alcohol service

- Reduce business expenses and liability
- Earn discounts on liability insurance rates
- Protect yourself and the establishment from liability
- Require alcohol server certification for staff

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.



Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Exam

Students will be required to take the ServSafe Alcohol exam and score 75% or higher in order to pass the exam. This will be worth 20% or 200 points of the student's entire grade.





COURSE

TRANSACTIONS, RECONCILIATIONS, AND POINT-OF-SALE SYSTEMS

Lecture Hours 22

Total Hours 22

Delivery

Lecture 2 hours/1 day per week/11 weeks

Text Book

POS Manual

Cash Register Manual

Course Description

In this course students will learn how to accurately make cash and credit card transactions using cash registers and point-of-sale systems. The students will learn how to accurately calculate tax, gratuities, and service charge rates using a calculator. Students will become proficient at running various reports and reconciling cash banks and daily sales.



Course Objectives

Upon successfully completing this course students will be able to:

Perform accurate transactions

- Calculate food and beverage totals, sales tax, gratuities and service charges
- List the different forms of payment
- List the proper procedures for checking in and out product and cash for a portable bar

Reconcile cash banks and daily sales

- Define X and Z reports
- Explain the procedures for dealing with comps, voids, and discounts
- Explain the procedures for dealing with variances

Describe and utilize various types of order entry and sales management equipment

- Properly use cash registers to make cash and credit transactions
- Properly use a point-of-sale system to make cash and credit transactions
- Explain a guest check system
- Enter guest orders using a point-of-sale system
- Describe modifiers and properly apply them to food orders using a point-of-sale system
- Explain course firing and properly apply them to food orders using a point-of-sale system
- Input, transmit, and analyze the reporting features of a point-of-sale system
- Demonstrate the proper cash handling and reporting procedures through the use of a point-of-sale system
- Utilize the features of a point-of-sale system to perform reservation mapping
- Describe the time clock features of a point-of-sale system
- Demonstrate the ability to troubleshoot problems with a point-of-sale system

Explain the benefits of using a point-of-sale system

- Manage reports using a point-of-sale system
- Prepare historical records using a point-of-sale system
- Input and recall customer information using a point-of-sale system
- Describe how a point-of-sale system can track inventory and product costs

Explain essential procedures when utilizing a point-of-sale system

- Explain mapping a point-of-sale system setup process
- Describe common service and maintenance programs for point-of-sale systems



- Explain the importance of having a crash kit
- List the pros and cons of wireless and wired point-of-sale systems

Explain credit card payment systems

- Define payment card industry data security standard (PCI DSS) compliance
- Explain the costs associated with credit card transactions
- List privacy and security protocols when using credit cards
- Describe forms of technology used for cashless transactions

Grading

Students will be graded in the following areas: quizzes, projects, and lab participation

1. Class Attendance 20%
2. Quizzes 60%
3. Final Exam 20%

In order to make a final grade of an "A" in the course, all evaluations and assignments must be completed as scheduled.

Daily Grade

Students will be graded daily for attendance and participation. Daily grade will be worth 20% or 200 points.

Quizzes

There will be 10 quizzes. Each quiz will be worth 60 points for a total of 600 points or 60% of the student's grade.

Final Exam

A practical exam will be given at the end of this class. The exam will test the student's skills on navigating and operating a POS system. Retrieving pertinent information that will be part of the expectations of future employers. This will be worth 20% or 200 points towards the student's grade.





TOTAL INSTITUTIONAL CHARGES

You are responsible for the following fees and charges pertaining to the program's course of study completed during the designated enrollment period. The following fees are estimates and are subject to change. Students will receive advance notification of any changes.

Charges and Fees for Professional Beverage Service Certificate Program

Fee	Amount	Quantity/Note	Total
Tuition	\$5,000.00	Per 11-week quarter	\$5,000.00
Application Fee	\$25.00	Non-refundable	\$25.00
Registration	\$25.00	Non-refundable	\$25.00
Tool Kit	\$100.00	Non-refundable once received and used	\$100.00
Laboratory Supplies	\$200.00	Per 11-week quarter. Non-refundable once each quarter begins	\$200.00
Textbooks & Digital Content	\$265.00	Per 11-week program. Non-refundable once received and used	\$265.00
Uniforms	\$140.00	Non-refundable once received and used	\$140.00
Housing	Not available	Not available	\$0.00
Tutoring	Not available	Not available	\$0.00
Assessment fees/ Transfer of credit	Not applicable	Not applicable	\$0.00
Fees to transfer credits	Not applicable	Not applicable	\$0.00
State Tuition Recovery Fund	Currently at \$2.50 per \$1,000.00 in tuition & fees	Non-refundable	\$15.00
TOTAL			\$5,770.00



- A. TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE: \$5,770.00
- B. ESTIMATED TOTAL CHARGES FOR ENTIRE PROFESSIONAL BEVERAGE SERVICE CERTIFICATE PROGRAM: \$5,770.00

Non-Refundable Items

- **Tool Kits.** Tool kits are included in the Total Institutional Charges and are required for the program. Once received and used, tool kits are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Lab Fees.** Lab fees include food, beverage, and sundry items needed to conduct demonstrations in support of the daily lesson plans and for student hands on practice for the Professional Beverage Service Certificate Program. Once each quarter begins, the lab supplies are non-refundable.
- **Uniforms.** Uniforms are included in the Total Institutional Charges and are required for the program. Once received, uniforms are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.
- **Textbooks and Digital Content.** The listed books, textbooks, and digital content are utilized in the Professional Beverage Service Certificate Program. Books, textbooks, and digital content are included in the Total Institutional Charges and are required for the program. Once received, books, textbooks, and/or digital content are not refundable. Sales tax, where indicated, is based on the tax rate for Inglewood, CA.

Tool Kit

The following items are included in the Professional Beverage Service tool kit. The quantity of each number is one (1) unless otherwise noted. The tool kit is purchased as one bulk item. The LAHEC does not sell individual items from the tool kit. The web site address to the institution's approved tool kit vendor will be provided should students choose to purchase additional tools.

Item	Quantity	Total Price
Digital Thermometer	1	
Double-Lever Corkscrew	1	
Bottle Opener, S/S, 7", Barfly	1	
1 x 1½ oz Jigger, Stainless	1	
Heavy Duty Spring, Bar Strainer	1	
Composite Muddler	1	

Citrus Zester	1	
3" Paring Knife, Black, Millenia	1	
Roll Bag, 7 Pockets	1	
	Full Kit Price	\$90.90
	CA Sales Tax 10.25%	\$9.10
	TOTAL PRICE	\$100.00

Uniforms

The following components are included in the education center's uniform package. Please see the Professional Image policy for additional uniform information. The web site address to the institution's approved apparel vendor will be provided should students choose to purchase additional garments.

Item	Price Each	Quantity	Total Price
Waiter Jackets	\$40.00	2	\$80.00
Cook Pants	\$20.00	1	\$20.00
Bistro Apron	\$10.00	2	\$20.00
Ball Cap	\$4.30	1	\$7.27
		CA Sales Tax 10.25%	\$12.73
		TOTAL PRICE	\$140.00

Text Books and Digital Content

Manage First: Bar & Beverage Management, 2nd Ed., National Restaurant Association, Digital Content, (Pearson)

Beverage Manager's Guide to Wines, Beers and Spirits 4th Ed., Schmid & Laloganes, Digital Content, (Pearson)

ServSafe Alcohol: Fundamentals of Responsible Alcohol Service 3rd Ed., National Restaurant Association, Digital Content, (NRA)

POS Manual

Cash Register Manual

PROFESSIONAL IMAGE POLICY

Objective

For students and graduates of the Los Angeles Hospitality Education Center to make an outstanding first impression to employers and guests of the foodservice industry by consistently dressing in professional attire and to maintain a personal appearance at or above the expected norm for the industry.

Uniforms

Each student shall be provided a set of uniforms prior to the start of their program. The program's uniform is required for all classes and any off-premise event or function sponsored by the LAHEC.

It is expected for students to clean their uniforms on a regular basis. Dirty or excessively wrinkled uniforms do not adhere to the professional image policy. Web links will be provided to the institution's approved apparel vendor should students choose to purchase additional garments.

- Culinary Arts Certificate Program
 - Cook Jacket, Black, School Logo, 2ea
 - Cook Pants, Black, 2ea
 - Bib Apron, Black, 2ea
 - Skull Cap, Black, 1ea
- Professional Food & Beverage Service Certificate Program
 - Waiter Jacket, White, School Logo, 2ea
 - Cook Pants, Black, 1ea
 - Bistro Apron, White, 2ea
 - Ball Cap, White, School Logo, 1ea
- Professional Beverage Service Certificate Program
 - Waiter Jacket, Black, School Logo, 2ea
 - Cook Pants, Black, 1ea
 - Bistro Apron, Black, 2ea
 - Ball Cap, Black, School Logo, 1ea

Each student will earn 10 points towards his/her daily grade, simply for adhering to the LAHEC's professional image policy as stated in the course syllabi. Students not adhering to the institution's professional image policy will have 10 points deducted from his/her daily grade. The professional image policy is "all in." There will be no partial extra credit points for adhering to some, but not all, of the policy.

Footwear

Students are required to provide their own shoes and socks. Shoes must be black, closed toe, closed heel, and have a slip resistant sole. Black sneakers are not acceptable. Ideally the student should purchase a shoe that will provide good arch support and is comfortable to wear. Socks must always be worn. Black or white sweat socks are recommended for kitchen classes. Black socks are required for the dining room.

Headwear

The provided cap is to be worn at all times when in class or during any off-premise event or function sponsored by the LAHEC.

Aprons

The provided apron must always be worn when in any of the LAHEC learning labs. Side towels will be made available for daily use in each of the learning labs and will be collected and counted at the end of each lab class.

Hair

The student's hair must be contained under the cap and/or above the collar. Students whose hair cannot be contained as such will be required to wear a hairnet in addition to their cap. Facial hair is allowed as long as students keep their hair neat & trimmed; no long or bushy beards are permitted. Students with facial hair will be required to wear beard snoods. Students without compliant beards must be clean-shaven. "5 o'clock shadows" or "beards in training" are not permitted. Students who have issues with skin irritation due to shaving on a regular basis must provide a doctor's note addressing this to each of the instructors throughout the program. Hairnets and snoods are provided free of charge in each of the LAHEC learning labs.

Jewelry

Any and all earrings, nose rings, visual piercings of any kind, (including tongue), bracelets, watches, and all other jewelry (except plain wedding bands, without stones) will not be permitted to be worn in any learning lab or classroom.

Nails

Nails should be trimmed and no longer than the end of the finger and free from dirt. Nail polish or fake nails may not be worn at any time. If finger nails are longer than the finger, food handler gloves must be worn at all times.

Cleanliness

The nature of the industry we work in mandates that all foodservice employees maintain appropriate personal hygiene. The LAHEC expects nothing less from our students. Working around food requires students to bathe and wash their hands regularly. It keeps our work environment safe.

Cologne and Perfume

Students are requested not to wear perfume, cologne, or any scents that may affect the senses when coming to school; it can adversely affect the sense of smell or taste of the food and beverages in the learning labs and classrooms. It can also be an unpleasant odor and/or an allergen for students and faculty in close proximity to you.

Tool Kits

Students in the certificate programs will receive the necessary tools to participate in their program. It will be the student's responsibility to care for these tools and to assure they bring them to class whenever they are in a lab.



OTHER INSTITUTIONAL INFORMATION

Admissions Requirements

To qualify for admission to the Los Angeles Hospitality Education Center, a student must:

1. Be a High School Graduate or have a Certificate of Proficiency or a G.E.D. from a state-certified program acceptable to the State of California. Documentation will be required. Acceptable documentation includes a copy of the student's high school diploma, a copy of a high school transcript indicating the student's graduation date, or a copy of their G.E.D. OR
2. Successfully complete an Ability-to-Benefit test. LAHEC uses the Wonderlic Basic Skills Test. A minimum score of 200 of 500 points for verbal and 210 of 500 points for the quantitative segments is required. Applicants needing to complete an Ability-to-Benefit test should contact the LAHEC for further instructions.

Admission will be granted to those who are 18 years old (or will become 18 years old) during their certificate program.

International documentation must be accompanied by an official, certified translation noting that the student has completed the equivalent of a secondary school in the U.S.A.

Prospective students must also be able to demonstrate that they are currently or will be authorized to hold employment in the United States legally. As such, a copy of appropriate government-issued work authorization will be required at the time of enrollment.

Students from countries other than the United States are welcome, but no visa services will be provided by the LAHEC and the LAHEC will not vouch for student status. International students will need to provide the LAHEC a copy of your authorization to work in the United States at or before the time of enrollment.

All instruction will be provided in English and all students must be proficient in the English language. Students whose first language is not English are required to provide documentation of their proficiency with the Test of English as a Foreign Language (TOEFL). Instruction to learn the English language is not provided by LAHEC.

Non-Discrimination

The Los Angeles Hospitality Education Center is committed to providing equal opportunities to all students and applicants without regard to race, color, religion/creed, sex, pregnancy, national origin, citizenship status, ancestry, age, disability, sexual preference or orientation, gender identity or expression, marital status, civil union status, veteran status, genetic information, or any other protected group status in accordance with applicable local, state, and federal laws.

Reasonable Accommodations Policy

The Los Angeles Hospitality Education Center is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA") and applicable state and local laws prohibiting discrimination on the basis of disability/handicap. Consistent with this policy of nondiscrimination, the LAHEC will endeavor to provide reasonable accommodations to a qualified individual with a disability (as defined by the ADA and

applicable state and local laws) who has made the LAHEC aware of his/her disability, provided that such accommodation does not constitute an undue hardship on the LAHEC.

If you are an applicant or student with an impairment or disability and would like to request a reasonable accommodation, please contact the Director of Education. If a request for a reasonable accommodation is not received by the Director of Education, it may result in the denial or delay of service for students. The LAHEC does not discriminate against qualified students based on disability. Any information on disabilities that an applicant chooses to disclose will be used only in reviewing an applicant's request for reasonable accommodations. Should reasonable accommodations be requested for an impairment or disability a HIPAA release form may be required from your medical practitioner for the release of information to the LAHEC.

Safety

For your safety, if you have a medical condition that results in seizures, blackouts, allergies, etc. (e.g. from Epilepsy, Diabetes), please inform your instructor. This information will be kept confidential. If you wish to seek accommodations due to a disability, please contact the Director of Education. A HIPAA release form may be required from your medical practitioner for the release of information to the LAHEC.

STUDENT SERVICES

Libraries and Learning Resources

The Learning Resource Center (LRC) will be made available to all Los Angeles Hospitality Education Center students. Students will have the availability to use computer work stations that can access their student portals, the internet, or office productivity applications. The reference area will include text books from all three programs offered, allowing students to study and prepare for assignments and exams in advance.

A collection of hard bound books will be located at the LRC to include: reference books, professional cooking books from sources such as Art Culinaire, Julia Child, Jacques Pepin, and Alice Waters, as well as books on beverage management, food and beverage controls, dining room service, and proper etiquette. The LRC will also house magazines such as Food and Beverage Management, Food Arts, Plate, Food and Wine, QSR, Epicurious, Cooks, Saveur, Lucky Peach, Nation's Restaurant News, Restaurant Business Magazine, Modern Restaurant Management, Full Service Restaurant, and Total Food Service.

In addition to the resources mentioned above, the LRC will work to develop student and teacher guides for specific courses or projects as needed. These guides will be developed by the staff of the LRC and consist of compiled, useful resources, to assist students in researching their assignment(s). Students will be able to receive individual tutoring or tutoring in small groups three days a week in a area close to the LRC. It is recommended to make appointments in advance with your faculty member or peer tutor.

Computers will be available to students enrolled in the LAHEC Tuesday through Thursday from 6:30am to 6:00pm. Group workshops on topics pertinent to improved writing or math skills will also be offered.



Distance Education

This institution does not offer distance education.

Housing

The Los Angeles Hospitality Education Center (LAHEC) does not have any dormitories under its control. The Los Angeles Hospitality Education Center (LAHEC) does not provide any housing or dormitories for the duration of the programs, nor does the LAHEC have any responsibility to find or assist a student in finding housing.

Short term housing is available within commuting distance to the LAHEC. Per a review of available housing options conducted as of January 2020, prices range between \$1,000 per month to \$2,500 per month or more for short term rentals. However, this information is subject to change, and students are responsible for securing their own housing.

Career and Placement Services

The objective of the Los Angeles Hospitality Education Center's Career Services department is to assist its students in obtaining gainful employment in the hospitality industry as a skilled, entry-level, worker with opportunities for advancement.

The Los Angeles Hospitality Education Center will seek to establish preferred placement opportunities and premium wage rates for its enrolled students and graduates for available positions within the Hollywood Park Entertainment District. Enrolled students and graduates of the Los Angeles Hospitality Education Center are, however, free to seek and obtain employment of their choice and are not obligated to accept employment within the Hollywood Park Entertainment District as a condition of their enrollment at the Los Angeles Hospitality Education Center. The short term, skills based, hands on curricula prepares graduates of the Los Angeles Hospitality Education Center to begin exciting careers in Culinary Arts, Professional Food and Beverage Service, and Professional Beverage Service. No day is the same in the Hospitality Industry! Entry level positions can lead to success and advancement.

All of the educational programs at the Los Angeles Hospitality Education Center can be completed by attending classes three days per week, leaving time during the remainder of the week to work in the student's chosen field of study. Classes are offered on three daily time tracks making it as convenient as possible for students to attend classes while working and staying on top of their busy personal lives.

Woven into the curricula are lessons leading to important attitudes and behaviors designed to make our students highly desirable candidates such as:

- Resume building skills
- Crafting attention getting cover letters
- Interview practice sessions
- Dressing for success
- Self confidence

Employment opportunities will be regularly posted on the careers tab of the LAHEC web site. Updates will include current opportunities at the Hollywood Park Entertainment District as well as for the Los Angeles metro area.

The LAHEC will seek to provide preferred placement opportunities for its students and graduates, including by securing priority scheduling upon graduation for enrolled students who are employed in relevant positions at the Hollywood Park Entertainment District while attending their educational programs and who remain continuously employed following graduation.

In addition to preferred placement opportunities, the LAHEC will seek to establish a wage scale premium for its students of up to \$2 per hour (subject to appropriate taxes), for up to forty (40) hours per week, above rates defined in any applicable collective bargaining agreement(s) for relevant positions at the Hollywood Park Entertainment District. For program graduates, the LAHEC will seek to establish a wage scale premium of up to \$3.50 per hour (subject to appropriate taxes), for up to forty (40) hours per week, above rates defined in any applicable collective bargaining agreement(s) for relevant positions at the Hollywood Park Entertainment District. See the Financial Services section of the LAHEC Course Catalog for additional information.

Preferred placement opportunities, wage scale premiums, and similar employment-related benefits will be subject to any applicable collective bargaining agreement(s). Students and prospective students will be provided with complete information about these benefits as it becomes available. It is the objective of the Los Angeles Hospitality Education Center to provide opportunities for gainful employment for all students and graduates of its programs. Our career services director and staff are here to be a part of our students' success.

Financial Services

Students of the Los Angeles Hospitality Education Center do not qualify for any state or federal financial aid programs at this time.

The Los Angeles Hospitality Education Center has as an objective to provide ample financial resources, in lieu of traditional state and federal financial aid programs, as a means to assist its students with the cost of completing its skills-based education programs in order to enter the hospitality industry as a skilled, entry-level worker.

The following are a variety of vehicles for students and graduates to mitigate the cost of tuition at the Los Angeles Hospitality Education Center.

Academic Scholarships

Based on a student's CGPA for the previous quarter. The scholarship will be credited to a qualifying student's account at the end of each academic quarter. Should the balance of the student's account be less than the amount of the



award, the value of the student's award minus the account balance will be remitted to the student and/or the entity remitting the tuition & fees on behalf of the student on a pro rata basis.

- 4.0 – \$1,000.00
- 3.9 – \$750.00
- 3.8 – \$500.00

Perfect Attendance Award

\$1000/quarter

Based on the student's attendance record for the previous quarter. Perfect attendance is defined as attending every class session offered during the quarter from the posted start time to the posted ending time. Any instance of absence, tardiness or early departure by the student for any class session shall disqualify the student from the award. Once earned, the award will be credited to the qualifying student's account at the end of the academic quarter. Should the balance of the student's account be less than the amount of the award, the value of the student's award minus the account balance will be remitted to the student and/or the entity remitting the tuition & fees on behalf of the student on a pro rata basis.

Needs-based Scholarships

To be administered quarterly by the California Restaurant Association Foundation and based on the following criteria:

- Work Experience
- Education Experience
- Economic Wherewithal
- Written Essay

Tuition Repayment Programs

The Los Angeles Hospitality Education Center offers its students a tuition repayment plan.

Eligibility for the institution's tuition repayment plan requires the student to complete and sign a retail installment contract with the institution.

- A credit application and credit history report are required for tuition repayment plans
- A co-signature may be required for tuition repayment plans
- A credit card authorization may be required for tuition repayment plan
- In order for students to obtain a certificate of completion from the institution, the tuition and fees are required to be paid in full. Non- or short-payment of any tuition installment may result in student suspension and/or potential dismissal from the institution as described in the student's retail installment contract.

Culinary Arts Certificate Program (Example)

An advance payment of \$692.50 is required at the time of enrollment, followed by biweekly installments of \$496.36 beginning no later than ten (10) business days prior to the 4th month of class sessions and continuing

on a biweekly basis for a total of 22 installments. Each installment includes a 5% processing fee. The total cost of this program when using the tuition repayment program, including the processing fee, is \$11,637.50.

Professional Food and Beverage Service Certificate Program (Example)

An advance payment of \$540.00 is required at the time of enrollment followed by biweekly installments of \$496.36 beginning no later than ten (10) business days prior to the 8th week of class sessions and continuing on a biweekly basis for a total of 11 installments. Each installment includes a 5% processing fee. The total cost of this program when using the tuition repayment program, including the processing fee, is \$6,025.00.

Professional Beverage Service Certificate Program (Example)

An advance payment of \$525.00 is required at the time of enrollment followed by biweekly installments of \$496.36 beginning no later than ten (10) business days prior to the 8th week of class sessions and continuing on a biweekly basis for a total of 11 installments. Each installment includes a 5% processing fee. The total cost of this program when using the tuition repayment program, including the processing fee, is \$6,010.00.

Wage Premiums

- The LAHEC will seek to secure a wage premium of up to \$2.00 per hour (minus appropriate taxes) for students employed in hospitality positions at the Hollywood Park Entertainment District, to be credited to the student's tuition account up to forty (40) hours per week, until the tuition account reaches a zero balance.
- The LAHEC will seek to secure a wage premium of up to \$3.50 per hour (minus appropriate taxes) for graduates employed in hospitality positions at the Hollywood Park Entertainment District, to be credited to the student's tuition account up to forty (40) hours per week, until the tuition account reaches a zero balance.
- The availability of preferred placement opportunities, wage scale premiums, and other employment-related benefits will be subject to any applicable collective bargaining agreement(s) related to the Hollywood Park Entertainment District.

The LAHEC reserves the right to revise financial aid opportunities on a prospective basis.

Food & Supplies

Food and beverages provided by LAHEC are for the sole purpose of supporting the student's educational experience. No food or beverages are allowed to be given away to non-LAHEC entities or 3rd parties without the express consent of the Director of Education. Food and beverages are never allowed to be removed from the facility as take-home meals.



Classroom Code of Conduct

Student learning is a top priority. Students are expected to come to class prepared and attentive. To ensure a productive learning environment, students must show courtesy and respect to their instructors and fellow students. Instructors will not allow uncivil or disruptive behavior to occur in the classroom. The instructor may dismiss a disruptive student from the class for the remainder of the class period, if he/she deems that inappropriate behavior has occurred.

Academic Progress Policy

A minimum grade in excess of 65% is required to successfully complete each course within each program. A cumulative grade point average (CGPA) of 2.0 or 75% is required to obtain a certificate of completion from the institution for any of the educational programs it offers. Students who have failed one or more classes and mathematically cannot meet the CGPA to successfully complete their program will be subject to the institution's dismissal policy.

Attendance Policy

The faculty for the institution's programs utilize a blend of lecture, demonstration, and hands-on, skill-oriented, learning experiences in the classrooms and laboratories. The daily exercises are designed to transfer essential knowledge, skills, and abilities from the faculty to the students. Each may include exposure to foods, equipment, and procedures that are unique and not repeated. Since the classroom education and hands-on training requires consistent student presence in the learning environment, the attendance policy for all educational sessions requires maximum student participation. All absences, regardless of reason, are recorded and will affect your overall evaluation.

The administration and faculty strongly advise each student to attend every class in order to maximize their educational opportunities. Failure to meet attendance requirements for lab sessions and/or lectures may result in not meeting the minimum grade standards and potentially involuntary course withdrawal, which may affect your program completion date.

Although some absences are unavoidable, caused by illness or emergency, due to the nature of the program, there are no excused absences. Cultivation of desirable work habits is as important as the development of one's knowledge, skills, and abilities. All students are expected to demonstrate the self-discipline of being present and on time for all classes. Possessing these important habits while attending the institution's programs makes it considerably easier to satisfy the employers, who generally require regular and punctual attendance as a condition of employment. Daily attendance is required for this purpose.

Attendance is recorded daily in minutes for each student for each class session based on their arrival and departure times. Absences may not exceed more than three (3) sessions in any lab subject or one (1) session in any classroom subject. Students must attend in excess of 90% of the sessions for each class in order to receive a passing grade. Each course will state the grading and attendance policies on the respective course syllabus distributed on or before the first class session.

Tardiness

Students will be considered tardy if not present in the classroom or lab at the scheduled start time. Students will be expected to be dressed in the Los Angeles Hospitality Education Center's uniform for their particular program at the time each class begins. Students must be marked present in order to receive the maximum daily participation grade. The third (3rd) instance of tardiness will have the same impact as an absence on the student's grade. Leaving class before its scheduled end time will be treated in the same manner as being tardy. Arriving late and/or departing early will be recorded as a deduction from the total available minutes for the class session.

Make-Up Classes

Make-up classes are allowed at the discretion of the Director of Education. Written approval must be obtained from the Director of Education prior to make-up work being attempted.

Make-up Written Examinations

Each faculty member will provide you with their make-up policy for their classes. Examinations are scheduled and administered by your instructor.

Make-up Practical Examinations

Make-up practical examinations require the permission of the Director of Education, who may require documentation of the reason for missing the examination. A student must demonstrate extenuating circumstances as cause for missing a practical exam. It is your responsibility to contact the Director of Education to discuss a make-up practical exam and make-ups must be scheduled within 14 days of the missed exam. A student may only make up one (1) practical exam during the entire program.

Leave of Absence Policy

In order to derive the maximum benefit from our educational experience, it is important to take the program as an uninterrupted whole. Extended absences greatly reduce the retention of information and interfere with effective learning. For these reasons, the LAHEC discourages students from taking leaves of absence. However, the LAHEC recognizes that events occasionally occur that require a student to interrupt their education. A student may request a Leave of Absence (LOA) from the Director of



Education only under the following policy:

1. The student must request the LOA in writing and must explain the reason for the requested leave.
2. The student must request the LOA on or before their last date of attendance in class. A form requesting a leave may be obtained from the Director of Education's office.
3. Students must be able to demonstrate a serious circumstance. Acceptable reasons include, but are not limited to, personal illness or illness of a close relative, bereavement, financial hardship, or military service. Verifying documentation is required. Leaves will not be granted for vacations or for frivolous reasons.
4. The period of the LOA may not begin until the student has submitted, and the school has approved, a written and signed request form that is for an approved leave of absence, except in those cases where unforeseen circumstances prevent a student from submitting the request in advance. In such cases, the student must be able to provide, at a later date, the request and the reason(s) for the LOA along with documentation to show that the LOA could not have been requested in advance. In these instances, the effective date of the LOA period can be no earlier than the date that the circumstance prevented the student from attending class.
5. The student must specify the length of leave requested.
6. If the request is granted, the LAHEC will provide a written approval to the student. LOAs are granted in increments of no more than 30 days. For LOAs in excess of 30 days, the student must contact the Director of Education prior to the expiration of the leave to request a renewal.
7. If circumstances warrant, leaves may be extended up to 180 days from the last date of attendance, upon approval from the Director of Education. A LOA may not exceed 180 days within any 12-month period.
8. Due to scheduling constraints, no more than one (1) LOA will be granted.
9. The Director of Education will determine possible return date(s) on a space available basis. Due to space constraints, the student may be required to change their class schedule upon return.
10. Students returning from a LOA may be unable to return to a class on their original schedule. In these cases, the student will not incur charges exceeding the initially cited tuition and fee charge.
11. Failure to return from the LOA on the scheduled day will result in the student being dismissed as of the last date of attendance and subject to refund policies mandated by

applicable regulations.

Probation Policy

The LAHEC does not provide a probation period for students due to the short duration of their programs.

Suspension/Dismissal Policy

Students may be suspended and/or dismissed for the following reasons:

1. Non-payment of tuition and /or fees
2. Exceeding the allowable number of absences for their program. (see the "Attendance Policy," above, and the overview of each program for additional information)
3. Unsatisfactory academic progress
4. Multiple violations of the Classroom Code of Conduct
5. Harassment
6. Felonious activity

Student Complaint/Grievance Procedure

The LAHEC encourages students to bring all complaints or grievances about school-related situations to its attention. All complaints will be promptly and fully investigated. The process detailed below is designed to provide a forum for students to address their dissatisfaction with the application of school policies or with interactions with staff, faculty, administrators, or other students.

1. If the grievance is related to a class, a student should discuss the problem with the instructor. If the grievance is not related to a class, proceed to Step 2 .
2. If the student is not satisfied with the action taken by the instructor, the student should inform the Director of Education. The Director will investigate and discuss the matter with all parties involved and attempt to resolve the matter.
3. If the student is still dissatisfied with the handling of their grievance, they must submit a written request for a hearing to the Chief Academic Officer. A hearing panel will be convened consisting the Chief Operating Officer, the Chief Academic Officer, the Director of Education, and the Director of Admissions. A final decision will be communicated to the student in writing within ten (10) working days.

Policies Pertaining to Grievances

All information related to complaints and grievances will be held in strict confidence. The complaint will only be discussed with individuals who are directly involved. Whenever two or more students have a common or similar grievance, the LAHEC may require the students to select a representative for



the group. The final decision pertaining to the grievance will be binding for all members of the group. Decisions on grievances will not be precedent-setting or binding to future grievances unless they are officially adopted as school policy.

Student Records and Record Retention

Student Academic Records

The Custodian of Records will be the Records Clerk of the Los Angeles Hospitality Education Center. In compliance with 5 CCR § 71920 (Student Records), all student records will be kept in the office of records. Each student will be given a student ID number.

Student records will include each student's name, current address, phone number, student ID number, and e-mail address. The records will also include the student's current status, program(s) enrolled in, academic standing, grades earned for each course (to include written and/or practical exams), certificates of completion, and courses and units of instruction (to include lecture and lab hours) on which the certificate was awarded. Records will also include any formal education or training completed that are relevant to the institution's admission of the student, including verification of high school completion or equivalency (or other documentation establishing the student's ability to perform college-level work, such as successful completion of an ability to benefit test), and any non-financial document signed by the student. Any complaints received from a student will be maintained in such student's file.

A record of academic standing will also be kept in the student files. Successful academic progress will be expected, and official advisory warnings, probation, academic suspension, and/or school withdrawal will be documented.

Student transcripts will be maintained permanently and will be available for the student or available to be sent to another institution or employer upon the student's request. Transcripts will include the following information :

- The degree or certificate granted and the date on which that degree or certificate was granted;
- The courses and units on which the certificate or degree was based;
- The grades earned by the student in each of those courses;
- The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
- The name, address, website address, and telephone number of the institution.

Student Financial Records

The custodian of records will also keep all student financial records in a separate folder. This will include enrollment agreements, payments, scholarships received, refunds awarded (including specific amount, date issued, and where and to whom the refund was sent), instruments of indebtedness, and any other financial document signed by a student. Student loan and guarantor information will be included in this file, if applicable. Records will include an accounting record of itemized charges, debits, advisory notices of past due amounts, and payment plans established.

A shadow file (separate set of records) of all financial documents will be kept separate from any and all academic records.

Maintenance, Security and Safekeeping, and Retrieval

According to section 5 CCR § 71930 (Maintenance of Records), all student records will remain on file in hard-copy format for a period of five years from the student's date of completion or withdrawal. At that point, the student records (including student transcripts) will be kept in perpetuity in the form of electronic, cloud-based, microfilm, microfiche, computer disk, or any other method of record storage permitted by law that allows storage of the records without loss of information or legibility.

All hard-copy records will be kept in a separate room at the corporate office and maintained secure from damage or loss. The room will have an encrypted password with video protection. Any records stored in an electronic format will be stored in a secure platform that restricts access to persons holding a username and password. Regular back-ups of electronic records will occur on an appropriate schedule. In all cases, access will be restricted and provided only to those LAHEC employees or agents who have a legitimate need to access the records.

For any record that is current (defined as relating to a student who completed or withdrew within the past three years), the LAHEC will maintain functioning devices that can immediately reproduce exact, legible printed copies of stored records. For other records, the LAHEC will be able to reproduce exact, legible printed copies within two (2) business days of receiving a request. The office of records will always maintain a minimum of one person scheduled to be present during normal business hours who knows how to operate the devices associated with records and can explain the operation of such devices to any person authorized to inspect, audit, or copy records.

Faculty Records

The custodian of records will also keep a record of faculty teaching loads and courses taught. Faculty information will include the faculty names, addresses,

contact information, educational qualifications, and hire and termination dates. An official application and performance reviews will be kept in each faculty member's folder.

Program Records

The LAHEC shall maintain, for a period of not less than five years, complete and accurate records of all educational programs offered, including the curriculum for each.

Cancellation and Withdrawal

Procedure for Cancellation or Withdrawal

You may cancel this enrollment agreement or withdraw from the LAHEC and receive the applicable refund by providing a written notice to: Director of Admissions, Los Angeles Hospitality Education Center, Hollywood Park Entertainment District, 1001 S. Stadium Drive, Inglewood, CA 90305. If your notice of cancellation or withdrawal is sent by mail, the notice must be postmarked on or before the date that notice is required.

STUDENT'S RIGHT TO CANCEL

You have the right to cancel the enrollment agreement or withdraw your enrollment from the LAHEC and obtain a full refund of charges paid through attendance at the first (1st) class session, or the seventh (7th) day after enrollment, whichever is later.

Refund Information

Pro Rata Refund Policy: If a student withdraws after the date on which his or her Right to Cancel expires as noted above, the student will be subject to a pro rata refund policy in accordance with California law, as follows:

1. Any applicable fees identified as non-refundable fees will not be refunded. These funds are deducted from the total cost of tuition and fees for the program (period of attendance).
2. This figure is divided by the number of hours in the program.
3. The quotient is the hourly charge for the program.
4. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction, plus the non-refundable fees specified in line one.
5. The refund is the amount, if any, by which the amount paid by or on behalf of the student exceeds the figure derived in line four, unless a student has attended more than 60 percent of the hours in the program. Students who have attended more than 60 percent of the hours in the program are not eligible for a refund.

Refunds of Financial Aid Proceeds

Some students may receive financial assistance (including scholarships, grants or loans) from outside sources. If a student is owed a refund under this policy, the LAHEC will return the portion of such refund attributable to outside financial assistance directly to the outside source, to the extent required by the terms of the applicable scholarship or financial assistance program.

Example Refund Calculations

For example, if a student completes only 40 contact hours of a 100-hour program, was charged a \$100 non-refundable registration fee, and paid \$1100 tuition, the student would receive a refund of \$600, using the calculations in the illustration below. **These numbers are provided as an example only.**

- \$1100 total paid (-) \$100 non-refundable registration fee = \$1000 base for refund
- \$1000 (÷) 100 contact hours = \$10 per hour
- \$10 per hour (x) 40 hours attended = \$400 tuition owed
- \$1100 total paid (-) \$100 non-refundable registration fee (-) \$400 tuition owed = \$600 refund. Student is eligible for refund because he/she completed less than 61% of hours in program.

While the LAHEC does not currently participate in any federal or state loan or other student financial aid programs, the following notices are required by California regulations:

- If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any applicable refund.
- If you have received federal student financial aid funds, you are entitled to a refund of moneys not paid from federal student financial aid program funds. Such refund, if any, will be determined under the Pro Rata Refund Policy, above.

Bureau for Private Postsecondary Education

Any questions a student may have regarding this school catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: P. O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the Bureau's Internet Website at: www.bppe.ca.gov.

California Student Tuition Recovery Fund

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120-day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution, in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.





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