

## CAREER

### SECURITY GUARDS

#### **UB** 8-HOUR PREASSIGNMENT TRAINING FOR SECURITY GUARDS

New York State requires the licensing of all security guards or personnel acting in security functions. Ulster BOCES is approved by the NYS Division of Criminal Justice Services to offer the mandated eight-hour preassignment training programs. Participants who successfully complete the course will receive an official course completion certificate. Saturday class: it is recommended to bring a bag lunch. NOTE: Completion of this course is only one of the requirements to be a licensed security guard. Students must file an application with NYS and be fingerprinted for which there are additional fees. For more information go to: [www.dos.ny.gov/licensing/](http://www.dos.ny.gov/licensing/) **Instructor: A. Pagliaro**

SG101-0916aCT	S	9/16	7:30am-3:30pm CT	\$119
SG101-1104CT	S	11/4	7:30am-3:30pm CT	\$119

#### **UB** 8-HOUR ANNUAL INSERVICE TRAINING FOR SECURITY GUARDS

This course must be completed each calendar year you hold a security guard registration. Your registration is issued for two years, therefore, you must complete two eight-hour annual InService training courses within your registration effective and expiration dates to be eligible for application renewal. The course is structured to provide the student with updated and enhanced information on the duties and responsibilities of a security guard. **Instructor: A. Pagliaro**

SG103-1209CT	S	12/9	7:30am-3:30pm CT	\$119
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*Refund Policy for Security Guard Program ONLY. Students will be entitled to a 100% refund at any time prior to the start of instruction. If an eight-hour course is divided between two four-hour days, student will be entitled to a 50% refund if the student cancels after the start of instruction, but before start of second four-hour block. A DCJS approved security guard training school cannot assess any nonrefundable registration fees, deposits, or cancellation fees.*

## HOSPITALITY

#### **SU** INCREASING SALES BY BUILDING STRONG CUSTOMER & COMMUNITY RELATIONSHIPS

Many restaurant owners often overlook the value of spending time outside their restaurant to meet new people and to form partnerships and relationships that could increase sales. This class will teach you how to develop these relationships that transform into recurring revenue, which is especially great if you are looking to increase the catering side of your business. This class will teach you how to work "on" your business by getting "out" of your business. Key concepts include: networking for success and how to make it pay big returns, building business relationships with community organizations, getting referrals that generate continual income and the power of giving back to make a positive impact on your community and your bank account. **Instructor: J. Irizarry**

DCB 2132-01	R	10/12	9-11am	KSU	\$35
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#### **UB** INTRODUCTION TO HOTEL, LODGING & TOURISM

A condensed overview of the Hospitality industry. Students will learn the four aspects of hospitality: lodging, travel, restaurant and gaming, and how they all interconnect. Utilizing real-world scenarios, exploring responsibilities that include front desk representation, restaurant server, guestroom attendants, plus maintenance and security responsibilities. **Instructor: S. Churchill**

CU602-0911EL	M/R	9/11-11/27	2:30-5:30pm	EL	\$789
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#### **UB** SERVSAFE FOOD PRODUCTION MANAGER'S CERTIFICATION

New York State public health law now mandates food safety training for food service workers and managers in supermarkets, restaurants, hotels, hospitals, nonprofit and volunteer organizations. The ServSafe Program is America's most recognized foodsafety training program and is designed to provide training and certification for anyone who handles food for public consumption. Successful completion of this class will also help reduce liability risks and minimize insurance costs. Perfect attendance is required to sit for the certification examination offered on the final night of class. **Instructor: S. Churchill**

HS101-1204EL	M/R	12/4-18	2:30-6:30pm	EL	\$209
HS101-0122CT	M	1/22-2/12	2:30-6:30pm	CT	\$209

ULSTER BOCES (UB) • REGISTRATION & INFORMATION • 845-331-5050 • [WWW.ULSTERBOCES.ORG/REGISTER](http://WWW.ULSTERBOCES.ORG/REGISTER)

46 M - MONDAY • T - TUESDAY • W - WEDNESDAY • R - THURSDAY • F - FRIDAY • S - SATURDAY • U - SUNDAY

# HOSPITALITY

## **SU BUILDING YOUR RESTAURANT BUSINESS IN A DIGITAL WORLD**

Marketing your business to attract new customers has drastically changed over the past 10 years. The good news is that your marketing dollar actually goes farther, but the bad news is that it is much more complicated to market effectively. This course will teach you how to leverage the power of the internet with your website, social media and email marketing. It will give you the strategies you need to make sure you are being found on the internet and that people are seeing you in a positive light. Focus will be on how to use social media to engage customers and build long term relationships that drive business. Topics will include: the must do's to increase your online presence, the "must haves" for your website, managing your online reputation and getting results with social media. **Instructor: J. Irizarry**

DCB 2131-01 R 9/28 9-11am KSU \$35

## **SU NEW! PROFESSIONAL DEVELOPMENT TRAINING FOR RESTAURANT MANAGERS**

The performance of a restaurant manager is key to running a successful restaurant. This series of classes will focus on three main areas of management responsibilities and teach strategies to improve the flow of operations and increase profitability. Restaurant managers will learn the business strategies used by the most successful restaurants. Managers will have a heightened awareness of the specific needs of daily operations and be able to incorporate tactics that drive sales and increase profits. As a result managers become a more engaged and valuable member of the restaurant team and they also become more confident leaders. These individual sessions, or class package, is also suited for restaurant owners who are looking to up their game and anyone considering opening a restaurant or pursuing a career in the restaurant business. **Instructor: J. Irizarry**

### **SU CONTROLLING COSTS**

This course covers the five areas that eat up profits and how to keep them under control, strategies to lower your food and payroll costs and controlling waste and theft.

DCB 2127-01 R 9/21 9-11am KSU \$35

### **SU SALES & CUSTOMER SERVICE TRAINING**

This course covers the foundation of hospitality and how to provide great customer service consistently, how to increase sales by getting customer to spend more and return more often, the absolute do's and don'ts in customer service and how to prevent and deal the customer complaints.

DCB 2128-01 R 10/5 9-11am KSU \$35

### **SU BEST PRACTICES OF HIRING & BUILDING YOUR DREAM TEAM**

This course covers the seven common hiring mistakes and how to avoid them. They include recruiting and how to find and keep the best people, the interview process and how to weed out the good candidates from the not so good and how to onboard new employees and set them up for success.

DCB 2129-01 R 10/19 9-11am KSU \$35

### **SU RESTAURANT SERIES PACKAGE**

DCB 2130-01 R 9/21, 10/5 & 10/19 9-11am KSU \$75

## BARTENDING

### **SU BARTENDING WITH TIPS TRAINING**

This hands-on course presents a thorough introduction to the in-demand field of bartending. Students learn how to prepare drinks from the exotic to the ever-popular standards as well as the art of presentation, customer interactions and the responsibilities that accompany this job. Students must be at least 18 years old to attend. **Instructor: J. Snyder**

DCB 1639-06 M 10/30-11/20 5-7:30pm Kingston Power Boat Association \$179

### **SU TIPS TRAINING FOR ON-PREMISE**

TIPS is a dynamic skills-based training program designed to prevent alcohol abuse, drunk driving and underage drinking by emphasizing fundamental people skills. This five-hour On-Premise TIPS program is designed for servers at restaurants, bars, hotels or any establishment where alcohol is consumed on premise. **Instructor: J. Snyder**

DCB 1414-27 S 11/18 9am-2pm KSU \$59