

# Hospitality Professional Certificate (HPC)



American Hospitality Academy

## Certification Requirements

# Congratulations!

Hello Hoy 你好 Hallo Hola مرحبا Bonjour नमनननCiao HUIJAMBO Merhaba

The American Hospitality Academy is your passport to the exciting and rewarding world of hospitality! Since 1986, the American Hospitality Academy (AHA) has been working with premier hotel partners in the United States including Marriott, Ritz Carlton, Hyatt, Sheraton and Hilton and has since become one of the world's most well-known and respected providers of structured training and exchange programs.

AHA's program allows participants to be immersed in a new culture, gain valuable experience and grow personally and professionally while building international friendships. AHA is committed to providing students and young professionals with experiences that open minds, promote international dialogue, enhance careers and foster international understanding.

The Hospitality Professional Certificate (HPC) compliments your training at your host property. The aim of the HPC is to develop students and young professionals who have the knowledge and skills to effectively manage and lead in today's diverse hospitality workforce. Have you ever wondered what separates the best from the rest? What separates the gold medalist from the silver medalist in the Olympics? What separates success from failure? What makes it possible for one person to thrive even when obstacles are tossed their way, while others simply give up? It's attitude!

Throughout the HPC course, you will be challenged to become a critical thinker, demonstrate professionalism, embrace cultural differences, display strong work ethics and develop a positive attitude or “*a ha!*” – what AHA likes to call an **A**Amazing **H**ospitality **A**ttitude!

Anyone can develop the “*a ha!*” – It's not dependent on your education, experience or background. Throughout your program, remember you cannot always choose what happens to you, but you can always choose what happens in you. Choose to be filled with positive energy and have a positive outlook, choose “*a ha!*” We wish you luck and much success!

Warm Regards,



Cindi Reiman  
President and Founder

## **AHA Mission**

*To provide tomorrow's hospitality industry leaders with the knowledge, practical training, leadership and multi cultural skills necessary to succeed in today's global economy while fostering international goodwill and friendship.*

## **AHA Vision**

*To create a better world through education, integrity and cultural understanding.*

## **Believe In Yourself**

Set your standards high  
You deserve the best.  
Try for what you want  
And never settle for less.

Believe in yourself  
No matter what you choose.  
Keep a winning attitude  
And you can never lose.

Think about your destination  
But don't worry if you stray  
Because the most important thing is  
what you have learned along the way.

Take all that you've become  
To all that you can be.  
Soar above the clouds  
And let your dreams set you free.

# Hospitality Professional Certificate

You have chosen a career in one of the world's most competitive -- and most rewarding -- marketplaces: the hospitality industry. Top industry organizations believe that a certificate puts a professional stamp on everything you do. The Hospitality Professional Certificate (HPC) shows your dedication to continuous professional and personal development.

The Hospitality Professional Certificate course is specifically designed to develop hospitality professionals who can effectively manage and lead in today's diverse workforce. Earning your certificate requires participation and successful completion in all three components of AHA's program:

- ★ Practical Training
- ★ Education
- ★ Cultural Exchange

Each of these components and their requirements are detailed below. Use this requirement manual to help you make a commitment to your career, yourself and make earning your AHA Hospitality Professional Certificate a goal during your training experience.

## Practical Training

### Practical Training Positions

Practical training, also referred to as on-job-training is an informal approach to developing job skills and knowledge. The focus of practical training is "learn by doing." The following descriptions are designed to give you a realistic view of the type of on-the-job training you will be performing during your practical training. The area of practical training reflects your expressed desire to focus on a selected division within the hospitality industry.

- ★ Food and Beverage Division
- ★ Front Office and Rooms Division
- ★ Housekeeping Management
- ★ Resort Activities
- ★ Culinary Arts

*Inspiring* YOUR  
"a ha!"

*Watch your thoughts;  
They become words.*

*Watch your words;  
They become actions.*

*Watch your actions;  
They become habits.*

*Watch your habits;  
They become character.*

*Watch your character;  
It becomes YOUR destiny.*

*Do all the good you can, by  
all the means you can, in all  
the ways you can, in all the  
places you can, at all the  
times you can, to all the  
people you can, as long as  
ever you can.*

~John Wesley

*There are no shortcuts to  
any place worth going.*

*Sow an act and you reap a  
habit. Sow a habit and you  
reap a character. Sow a  
character and you reap a  
destiny.*

~Charles Reade

## POSITION DESCRIPTIONS

### Food and Beverage Division

This position offers trainees the opportunity to gain hands-on experience in the food service operation within the hospitality industry. Participants will be exposed to the daily operations within the food service industry, while performing their practical training assignments. Training focuses on service standards, complaint resolution, teamwork and learning the position in order to understand its management and overall role in the operation. Practical training assignments may include: server assistant, host/hostess, food service, room service, beverage service, banquet/catering service.

### Front Office and Rooms Division

This position offers trainees the opportunity to understand the procedures and daily operation of the hotel guest service operations. Training focuses on service standards, complaint resolution, teamwork and learning the position in order to understand its management and overall role in the operation. Practical training assignments may include front desk, reservations, concierge, PBX, retail, intro to housekeeping supervisor.

### Housekeeping Management

This position offers trainees the opportunity to train in a supervisory role of one of the largest operations in the hotel industry, housekeeping. During training, trainees will learn the basic functions of housekeeping, quality control, inspections, scheduling of staff, organizational skills, inventory and the business relationship between housekeeping and the other departments of the hotel/resort.

### Resort Activities

This position will give the trainees the opportunity of learning the operation of an activities program in a hospitality organization. During this training, participants will gain experience in planning, implementing and evaluating a diverse activity program within their host property. Participants will learn to lead activities such as games, fitness sessions, arts and crafts and special events. Participants will learn to coordinate the marketing and promotion of the activities and prepare the recreational events schedules.

### Culinary

This position provides trainees the opportunity to gain hands on culinary experience while being exposed to the operation of a culinary department within the hospitality industry. Practical training may include food preparation, sauces, stock, line cooking, pastry, breads, dessert, inventory, and kitchen sanitation. Additionally, training will focus on service standards, food cost, health and safety, inventory and purchasing, teamwork and learning the position in order to understand its management and overall role in the operation.

“

Every job is a **self portrait** of the person who did it.  
Autograph **YOURS** with **Excellence!**

”

## The Bricklayers

Once there were 3 bricklayers.  
Each one of them was asked what they were doing.  
The first man answered gruffly,  
    “I’m laying bricks.”  
The second man replied,  
    “I’m putting up a wall.”  
But the third man said enthusiastically and with pride,  
    “I’m building a cathedral.”  
~Author Unknown

### *Lesson:*

This story reveals two secrets of success:

#### **ONE - Attitude**

Your attitude toward whatever you are doing determines your ultimate level of success.

#### **TWO - Ability to See the Bigger Picture**

Being able to see the end result, rather than just the task, eliminates obstacles, focuses your energy, and provides motivation to excel.

## Practical Training Requirements

### Compliance with AHA and Host Property Agreements

- ★ Remain a participant in good standing with AHA and your host property. Adhere to AHA and Host Property policy and procedures.
  - ★ Fulfill the dates outlined in your AHA agreement. Early termination (voluntarily or involuntarily) from the program disqualifies you from the Hospitality Professional Certificate.

### AHA and or Host Property Evaluations

Receive a successful AHA or host property evaluation. The type of evaluation you receive is based on your training location and property.

### Self-Study Training Competencies

As detailed in your training plan, AHA provides you with training competencies identified by industry leaders as the skills and work functions essential to developing a successful career in hospitality.

AHA encourages you to become a lifelong learner and take initiative by using these competencies as a self-study training guide to maximize your learning experience. The competencies can be found in your World Campus library, which you will have full access to once you complete your orientation.

### Practical Training Cultural Promotion

You are encouraged to share your country or state's culture, heritage and traditions through daily guest interaction.

### “a ha!” Challenge

Follow and adhere to AHA’s Service Standards and challenge yourself daily to do **common** things **uncommonly** well through out your training.

Inspiring YOUR  
“a ha!”

*Work joyfully and peacefully,  
knowing that right thoughts  
and right efforts will  
inevitably bring about right  
results.*

*I'm a great believer in luck,  
and I find the harder I work  
the more I have of it.*

~Thomas Jefferson

*Good work habits help  
develop an internal  
toughness and self-confident  
attitude that will sustain you  
through every adversity and  
temporary discouragement.*

~Paul J. Fleyer

*The highest reward for man's  
toil is not what he gets for it,  
but what he becomes by it.*

~John Ruskin

*If you can't excel with talent,  
triumph with effort.*

# Education



What do leading hotel companies around the world look for when hiring new employees?



First and foremost .... **Attitude!**

The topics and activities in the Hospitality Professional Certificate course are designed to inspire you to deliver service excellence day in and day out at your host property by developing an “a ha!”

**A**mazing **H**ospitality **A**ttitude! The educational component for the Hospitality Professional Certificate consists of 8 modules that are a series of self-paced online seminars and activities that have been designed to be applied and used during your practical training with AHA.

## *Your foundation for a successful career in Hospitality*

The Hospitality Professional Course provides the foundation for a successful experience and hospitality career by:

- ★ Focusing on employability traits deemed essential by the industry
- ★ Emphasizing personal leadership development
- ★ Developing an understanding of other cultures, traditions and beliefs, to perform more effectively in a multi cultural workplace

Each module will contain the following activities which are explained in detail in your course syllabus provided when you begin the course. Once you click on a module inside your HPC course, you will see a detailed overview of the required activities for each module.

- ★ Module Overview
- ★ Seminar(s)
- ★ Quiz
- ★ Skill Builder Activities
- ★ Online Discussions
- ★ “a ha!” Moments

## *Examinations and Grading*

Two examinations will be given for this course: the midterm examination covers Modules 1-4 and the final examination covers Modules 5-8. A student must have a minimum grade of 70% to earn the HPC certificate from AHA. Students who receive a final grade of 93% or higher will receive a special citation from the American Hospitality Academy.

*Inspiring* YOUR  
“a ha!”

## **An Important Lesson**

*During my second year of nursing school our professor gave us a pop quiz. I breezed through the questions until I read the last one. “What is the first name of the woman who cleans the school?”*

*Surely this was some kind of joke. I had seen the cleaning woman several times, but how would I know her name?*

*I handed in the paper, leaving the last question blank. Before the class ended, one student asked if the last question would count toward our grade.*

*“Absolutely,” the professor said. “In your careers you will meet many people. All are significant. They deserve your attention and care, even if all you do is smile and say hello.”*

*I’ve never forgotten that lesson. I also learned her name was Dorothy.*

*~Joanne Jones, Guideposts.*

**We could all learn a  
lot from crayons:**

Some are sharp,  
Some are pretty,  
Some are dull,  
Some have weird names,  
Some are used more than others,  
And all are different colors... *but*  
They all exist very nicely in the same box.

*~Author Unknown*

# Cultural Exchange

## PASSPORT *to* CULTURE

*Inspiring Global Connections and Friendship*

The cornerstone of all of AHA's educational and training programs is the study of culture, and the ability of our participants to understand and respect different cultures and beliefs in order to successfully manage and lead within a multi cultural workplace. The ability to get along with all cultures and lead diverse teams is one of the top traits human resource directors look for when hiring managers.

As part of the Hospitality Professional Certificate requirements you will be asked to share your culture with fellow AHA participants from around the world. This is made possible through AHA's Passport to Culture (PTC) program located on World Campus.

Passport to Culture (PTC) was developed primarily to inspire global connections and foster international understanding among you - our program participants. Learning to embrace diversity and showing respect for individual differences, bring about more effective interpersonal skills - considered as essential traits that all great leaders possess.

### *Earning your Passport Stamps*

Passport to Culture (PTC) provides our participants with a unique opportunity to travel the world with AHA and learn about different countries and cultures while earning passport stamps along the way. The more activities and connections you make, the more stamps you receive in your passport. Extra credit points are earned on your final grade with AHA, based on the number of stamps you collect. Two points per stamp collected can be earned with a maximum of 12 extra credit points on your final grade.

### *Travel with an open mind and heart*

As you begin your cultural journey, we encourage you to travel with an open heart and mind. Communicate openly and effectively, and extend a warm hand of friendship to everyone with whom you connect along the way. Most importantly – **HAVE FUN!**

*Inspiring* YOUR  
"a ha!"

*Each of us shines in a different way, but this doesn't make our light less bright.*

*Tolerance implies a respect for another person, not because he is wrong or even because he is right, but because he is human.*

*Learn to respect differences so that differences don't make a difference anymore*

*Never look down on anyone unless you are helping them up.*

*We need to reach that happy stage of our development when differences and diversity are not seen as sources of division and distrust, but of strength and inspiration.*

*~Josefa Iloilo*

# Final Certificate

Inspiring YOUR  
“a ha!”

## Receiving your AHA Certificate

You must successfully complete the following requirements fifteen (15 days) prior to your program end date to receive AHA's Hospitality Professional Certificate.

- ★ Remain a participant in good standing with AHA and your host property.
- ★ Adhere to AHA and Host Property policy and procedures.
- ★ Fulfill the dates outlined in your AHA agreement. Early termination (voluntarily or involuntarily) from the program disqualifies you from receiving your HPC designation.
- ★ Receive a successful AHA or Host Property evaluation.
- ★ Complete the HPC online course with a 70% or higher.
- ★ Participate in 2 or more Passport to Culture activities.

Once you have satisfied all of the above your certificate will be mailed to your host property prior to your last day of training. Remember, this **must** be completed **15 days** prior to your end date.

## Additional Certification

As a participant of one of AHA's program you have the added advantage to earn additional certifications through all of our online courses at a discounted fee. To learn more about our certificate courses you can find information on our website at:

- ★ [www.americanhospitalityacademy.com](http://www.americanhospitalityacademy.com)

## Returning AHA Participants

We are honored you made the decision to complete a 2nd program with AHA. During your 2nd program we encourage you to fully utilize all the benefits of Passport to Culture. You will be required to complete the Hospitality Supervisor Certificate as well as be required to meet the practical training and cultural components of the program in order to receive a 2nd letter of completion from AHA.

“

You can't **climb** the ladder of success  
with your hands in *your* pocket.

”

## The Essence of Character

*Your true character is  
revealed by the clarity of  
your convictions, the choices  
you make, and the  
promises you keep.*

*Hold strongly to your  
principles and refuse to  
follow the currents of  
convenience. What you say  
and do defines who you are,  
and who you are.....*

**YOU are forever.**

*Some men succeed by what  
they know; some by what  
they do; and a few  
by what they are.*

~Elbert Hubbard

*Nice guys may appear  
to finish last, but usually  
they are running in a  
different race.*

~Norman Vincent Peale



# Attitude

The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people say or do.

It is more important than appearance, giftedness, or skill. It will make or break a company...a church...a home. The remarkable thing is you have a choice every day regarding the attitude you will embrace for that day. We cannot change the past...we cannot change the fact that people will act in a certain way.

We cannot change the inevitable.... The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% how I react to it.  
And so with you....

**YOU** are in charge of your Attitude!

*~John Maxwell*