

Hospitality

Training Provider: Maryland New Directions (MND)

Program Address: 2700 N. Charles Street, Suite 200, Baltimore, MD 21218

Program Description:

The Hospitality training program offers general job readiness and industry-specific training for employment within the Customer Service and Hospitality work field. In this training, you will complete a two-week (60 hour) training course that will help you with:

- Skills training for the Career Focus/Customer Service & Hospitality Training Program
- Career planning, rapid placement, and long-term job retention
- Computer literacy
- Interviewing and networking
- General career support (such as dealing with problems that keep you from getting and keeping a job, career counseling, and ongoing support)
- General job readiness training

In this program, you will receive at least one year of ongoing employment assistance and post-employment support, including additional chances to earn certifications to help you keep your job and advance in your career. You can also receive general computer software training in Microsoft Office.

Credential or Certification Earned:

Depending on your individual career path and skill levels, you can obtain various certifications, such as:

- Transportation Workers Identification Card (TWIC)
- Certified Guest Service Professional (CGSP) Certification

What do workers in hospitality do?

There are many jobs you can do in this industry including:

- Work within the food services industry
- Work at a hotel as a bellhop or concierge
- Front-desk help or receptionist
- Office assistant
- Work in maintenance and housekeeping

Potential Job Titles:

Guest services
associate, manager,
concierge, receptionist,
cook, housekeeping
attendant, server

Average starting wage:

\$12.12 per hour

Interested in signing up for this FREE program?

Contact Greg Couturier, Grads2Careers Participant Support Coordinator
443-499-8510 / gcouturier@bcps.k12.md.us

This program would be a GREAT fit for you if you...

- Enjoy working with other people
- Like consistent tasks and workloads
- Have good listening skills
- Like helping others
- Are ready to learn and build new skills
- Want to be in a stable, growing industry

This program and career might be a POOR fit for you if you...

- Do not enjoy working with other people
- Are not detail-oriented or organized

To be admitted to this program, you must:

- Attend an orientation session
- Complete an in-person interview

Note: Certain companies require negative drug test results and conduct background checks.

Important Dates: Maryland New Directions will offer several cohorts of Hospitality training throughout the year. For specific dates and class logistics, please reach out to the program's main contact.

Main Program Contact:

Name: Michael Lewis

Title: Job Liaison/Job Coach

Phone: 410-230-0630

Email: mlewis@mdnewdirections.org

