

LAKE TAHOE ADULT EDUCATION CONSORTIUM

05/04/2016

10:00am – 12:00pm

Hospitality Tourism Recreation Retail Working Group (HTRR)
Notes

**LTCC Aspen Room
and Conference Call:**
888-450-4821
Passcode: 639769

Chair: Virginia Berry, Dean of CTE, LTCC

Facilitator: Michael Ward, HighBar Global

Recorder: Frank Gerdeman, Adult Ed Director

Partners: Marilyn Ashlin, Rich Bodine, Jason Buckingham, Denise Castle, Angelo Clelan, Scott Craig, Christopher Croft, Ken Drury, Klaus Feyersinger, Jane Flavin, B Gorman, Bob Grant, Koko Green, Holly Greenough, Steve Heggen, Heidi Hill Drum, Ivone Larson, George Marley, Bill Martinez, Jenna Palacio, Randy Peshon, Brandon Reed, Christen Rodriguez, Melinda Stearns, Rebecca Strmiska, Eric Sturgess, Gary Sutherland, Lauren Tomaselli, Patrick Traynor, Steve Turner, Megan Waskiewicz, Doug Williams, Jenny Wilson
Present Call-In

AGENDA ITEMS

Topic	Timing	Approach or Action Needed	Agreements/ Notes
1. Welcome, Introductions	10 min	Preview Agenda, Brief Updates, New Members	
2. Director's Report	10 min	Information Updates	Michael gave a brief historical overview for the new attendees. Frank updated group on positions – hiring process completes this week and all three should be on board by end of May, high school equivalency testing continues to move forward with a June start date for official testing at LTCC, Data and Accountability allocation will be announced soon from the State
3. Business Walk Results/Update	15 min	Share additional feedback from Business Walk – focus on training needs	B gave an overview of the purpose and structure of the recently completed Business Walks in South Shore. Michael went over a more detailed review of the data (see attached).

			The comprehensive report continues to grow.
4. Pathway "Update"	20 min	Update on pending Transfer Model Curriculum (TMC) through Chancellor's Office	Virginia presented an updated version of the Hospitality/Tourism Pathway (see attached). This included a copy of the ongoing work being done on a Transfer Model Curriculum (TMC) at the Chancellor's office (see attached). The group was positive about the general course titles and focuses of the TMC and would like to see specific course outlines (see action items below). Michael talked about theory of benefit and how we (the community) can grow our own culinary workforce and focus on entry/foundation level skills for new workforce participants. The flexibility that would remain at the local level of the TMC was determined to be critical in giving any "standard" curriculum a local flavor. This could include classes/workshops taught by local experts including guest presentations/speaker roles in classes. It was mentioned that Cordon Bleu in Sacramento was closing and that could be a great source for potential faculty.
5. Pathway model discussion	40 min	Group members present	See above, plus: Denise discussed ability of

		<p>“homework” assignment of valued certificates, skills, badges, etc. for integration into pathways model, including possible rapid deployment options</p>	<p>WIOA and the opportunities for reimbursement of OJT and training: Participants 18-24 at 100% Participants over 24 at 75% Frank will create a google document for distribution and completion by partners.</p>
6. Sector Focuses and WorkGroup	15 min	<p>Discussion of how the group moves forward in addressing the needs of Recreation/Retail as well as Hospitality/Tourism</p>	<p>Pushed to next meeting</p>
7. Next Steps HTRR Meetings – 1 st Wednesday	10 min	<p>Action Items Review Revisit meeting schedule for next year June 1, 10:00am-12:00pm</p>	<p>Frank – google doc created/link shared for identifying skills/badges, etc that would have value to employers AND employees</p> <p>All: Begin collaborative work on google doc https://docs.google.com/spreadsheets/d/1100KNYlrCXOYI9PFhjKmiTEzN5xzCDHnzZljwm1Y1ow/edit#gid=0</p> <p>Virginia - send course outlines for: Hospitality (100) Culinary Principles (160) Baking (180) Supervision (170)</p>

South Lake Tahoe Business Walk Summary – Focus on Finding Talent and Skills Needed

<p>Finding the talent needed?</p> <p>Yes</p> <p>No</p>	<p>Day 1</p> <p>60.91%</p> <p>39.09%</p>	<p>Day 2</p> <p>58.96%</p> <p>41.04%</p>	<p>Total</p> <p>60%</p> <p>40%</p>
<p>If "Yes" (Finding Talent Needed): What is working well with regards to finding and keeping talent?</p>			
<p>Day 1</p>		<p>Day 2</p>	
<p>Summary – Working Well:</p> <p>Word of mouth referrals (family and friends)</p> <p>Depend on long term stable employees</p> <p>Family run, low turnover</p> <p>Good pay/ benefits</p> <p>Going through a lot of applicants</p> <p>Offer positive, flexible work environment</p>		<p>Summary – Working Well:</p> <p>Word of mouth</p> <p>Hire right, train right, treat right</p> <p>Family run business model</p> <p>Competitive wages/ benefits</p> <p>Flexible scheduling</p> <p>Provide a positive/ fun place to work</p>	
<p>If "No": Where are you experiencing challenges?</p>			
<p>Day 1</p>		<p>Day 2</p>	
<p>Summary Challenges:</p> <p>Mid-Level Talent</p> <p>Applicable job skills for positions</p> <p>Reliability</p> <p>Work readiness</p> <p>Work ethic</p> <p>Showing up/ commitment</p> <p>Seasonal economy/ transiency</p> <p>Affordable housing</p> <p>Cost of living</p> <p>Unrealistic wage expectations (Millennials)</p> <p>Drug, alcohol, hygiene issues</p> <p>Lack of customer service skills</p> <p>Transportation</p> <p>Inadequate labor pool</p> <p>Lack of experienced applicants</p> <p>Undocumented workers not reliable</p>		<p>Summary Challenges:</p> <p>Lack of labor pool, available talent</p> <p>Lack of relevant experience</p> <p>Reliability</p> <p>Can't find people who want to work</p> <p>Work ethic</p> <p>Lack of basic skills</p> <p>Seasonal economy/ transiency</p> <p>Affordable housing</p> <p>Cost of living</p> <p>Unreliable workforce – don't want to work hard</p> <p>Drug and alcohol issues</p> <p>Lack of customer service skills</p>	

What skills will you need from your employees in the next 3 to 5 years to keep your business fully operational and competitive?

Hard Skills: Day 1	Hard Skills: Day 2	Soft Skills: Day 1	Soft Skills: Day 2
Tech skills Smart phones Social Media Master mechanic Basic skills: read, write, math Culinary skills Trade skills Home improvement Bilingual Housekeeping Gardening Sales Marketing Graphic design Dental skills Clerical Business knowledge Firefighter Paramedic Safety	Computer Skills Social media Car tech skills Basic skills (read, math) Culinary arts Trade skills: Concrete Framing Carpentry Mechanical Heating Construction Plumbing Sales Safety Vet tech Medical terminology Massage Management skills Product knowledge Merchandising Cash Handling	Customer service Guest services Loyalty Interpersonal skills Work ethic Honesty Reliability Responsibility Outgoing Problem solving Critical thinking Ability to multitask Self-starter Adaptability Upbeat personalities Business savvy Innovative Motivated Follow instructions Meet deadlines Detail oriented Teachability People skills Artistic ability Work readiness Confidence On time Ambition	Customer service Communication Loyalty Interpersonal skills Work ethic Professional skills Reliability Competent Friendly Willing to learn Passion Multi-tasking Self-starters Phone skills Team players Attitude Punctuality No drinking problem Follow directions Work efficiently Trust Dependable Consistency Well groomed/ appearance Teamwork

CTE Model Curriculum Worksheet

Title: Culinary Arts Foundation Certificate

Total units: 19-21 units (all units are semester units)

Award Type (indicate one):

AA *AS Low-Unit Certificate Certificate (≥12units)

*AS should be used for CTE and STEM.

“Core” Courses:

20 units

Title (units)	C-ID Designation	Rationale
Introduction to Hospitality Management (3)	HOSP 100	Universally required course.
Introduction to Nutrition Science (3)	NUTR 110	Industry standard and expectation.
Sanitation and Safety (2)	HOSP 110	Industry standard and expectation.
Hospitality Cost Control (3)	HOSP 120	Industry standard and expectation.
Supervision (3)	HOSP 170	Industry standard and expectation.
Culinary Principles (3)	HOSP 160	Industry standard and expectation.
Introduction to Baking (3)	HOSP 180	Industry standard and expectation.

CTE Model Curriculum Worksheet

Title: Hospitality Management Certificate

Total units: 16-18 *(all units are semester units)*

Award Type *(indicate one)*:

AA *AS Low-Unit Certificate X Certificate (≥12units)

*AS should be used for CTE and STEM.

“Core” Courses:

17 units

Title (units)	C-ID Designation	Rationale
Introduction to Hospitality Management (3)	HOSP 100	Universally required course.
Sanitation and Safety (2)	HOSP 110	Industry standard and expectation
Hospitality and Cost Control (3)	HOSP 120	Industry standard and expectation
Introduction to Food and Beverage Management (3)	HOSP 130	Key segment of industry
Introduction to Hotel Management (3)	HOSP 140	Key segment of industry
Hospitality Law or Business Law (3)	HOSP 150 or BUS 125	Universally required course.

Certificate of Achievement

Hospitality Management Certificate (25-28 units)

- HTR101: Introduction to Hospitality Management (4 units)
- HTR102: Hospitality Cost Control (4 units)
- HTR103: Introduction to Food & Beverage Management (4 units)
- HTR104: Introduction to Hotel Management (4 units)
- HTR105: Hospitality Law (or Business Law, BSN101A) (4 units)
- CUL103: Food Sanitation & Safety (2 units)
- HTR133: HTRR internship (3-6 units)

→ - Industry recognized certification available.

Draft model for discussion purposes

Certificate of Achievement

Culinary Arts Foundations Certificate (29.5-32.5 units)

- HTR101: Introduction to Hospitality Management (4 units)
- HTR102: Hospitality and Cost Control (4 units)
- HTR106: Food & Beverage Supervision (4 units)
- PEH101: Introduction to Nutrition Science (4 units)
- CUL102: Principles and Practices of Basic Food Preparation (4.5 units)
- CUL103: Food Sanitation & Safety (2 units)
- CUL104: Principles & Practices of Baking & Pastry Arts (4 units)
- HTR133: HTRR internship (3-6 units)

Draft model for discussion purposes

Associate Degrees

Students seeking an Associate degree are prepared for a wide variety of careers in the hospitality, tourism, recreation, and retail industries. The following Associate degrees are appropriate for students interested in transferring to four-year universities:

- ◆ **Hospitality Management**
- ◆ **Culinary Arts Foundations**
- ◆ **Business or Business Administration (Transfer degree)**



Not ready for a certificate or degree? No problem! Our short-term courses and "Skills Badges" will prepare you for rewarding careers.

Draft model for discussion purposes

INTERNSHIPS AND PRE-APPRENTICESHIPS

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ADVANCE can help you acquire the skills you need to participate in a wide variety of hospitality, tourism, recreation, and retail internships. Pre-apprenticeships are also available in many career paths! Students earn 1-unit of college credit for every 40-hours of volunteer work or 50-hours of paid work.

GET FOCUSED... STAY FOCUSED!

Start here and go ANYWHERE! This nationally-acclaimed, comprehensive college and career planning course allows learners to explore three critical questions: Who am I?

1. What do I want?
2. How do I get it?

Offered for college credit (HTR141A – 5 units) or through the ADVANCE program (for free!) *Spanish instruction available.*

PREPARING FOR CAREERS IN HOSPITALITY, TOURISM, RECREATION, AND RETAIL

ADVANCE offers fun and engaging non-credit (free!) workshops and short-term courses to prepare you for rewarding careers in our community, including...

- ♥ Workplace English
- ♥ Resume writing, applications, interviewing
- ♥ Food sanitation and safety
- ♥ Workplace communication, teamwork, positive attitude, and other skills that employers want!

LAKE TAHOE FOOD SERVICE ACADEMY

This intensive "boot camp" learning experience prepares students to get, keep, and promote within challenging restaurant industry careers. In partnership with the **Restaurant Industry Group and Lodging Association** in South Lake Tahoe, this locally recognized and acclaimed program includes instruction on the proper use of tools and equipment, knife skills, mise en place, kitchen organization, sanitation, cooking methods, sauce making, preparation of entrees, and foundations of baking. Learners will also explore the many "soft skills" that are required for success in the food and beverage industry.

Draft model for discussion purposes

ADVANCE personalized support services...

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- ▲ Assessment
- ▲ Academic and career counseling
- ▲ English as a Second Language referrals
- ▲ Tutoring
- ▲ Disability Resources
- ▲ GED and high school diploma prep
- ▲ Childcare assistance
- ▲ Financial Aid
- ▲ Mental health and social services referrals
- ▲ Literacy and basic skills
- ▲ ... and much more!