

# P.A.C.T. (Professional Attitude and Communication Training)

## Free Training Program for Allentown Residents

Attend a **FREE 8-hour training program** and **get priority interviews** at:

THE  
**HAMILTON**  
KITCHEN & BAR

**VINCE'S**  
FAMOUS  
CHEESESTEAKS

*Billy's*  
NOT YOUR ORDINARY DINER™  
BILLYSDINER.COM

 **GREENWOOD**  
HOSPITALITY GROUP  
(The Dime, Starbucks)



Morning and afternoon sections offered monthly through June 2016.

Classes are held at LCCC Allentown, 718 Hamilton Street, Allentown.

Lehigh Carbon Community College is offering a free 8-hour training for Allentown residents, 18 or over, who wish to work in the hospitality industry. Please call Barbara Platt at 610-799-1582 to set up an appointment to determine your eligibility for this program.

Graduates of the program are given interview preference by participating hiring companies.

There is a refundable \$35 registration fee for all 2016 sessions for students completing the training.

This program has been funded by  **UPSIDE ALLENTOWN**



**Lehigh Carbon**  
**COMMUNITY COLLEGE**

LCCC.edu

## Spring 2016 Sections

A pre-screening is required.

Please call Barbara Platt at 610-799-1582

or bplatt@lccc.edu for further information.

### NIZ 301-50

Monday	January 11	9:30 a.m.-12:30 p.m.
Tuesday	January 12	9:30 a.m.-12:30 p.m.
Wednesday	January 13	9:30 a.m.-11:30 a.m.

### NIZ 301-51

Monday	February 22	6-9 p.m.
Tuesday	February 23	6-9 p.m.
Wednesday	February 24	6-8 p.m.

### NIZ 301-52

Monday	March 14	9:30 a.m.-12:30 p.m.
Tuesday	March 15	9:30 a.m.-12:30 p.m.
Wednesday	March 16	9:30 a.m.-11:30 a.m.

### NIZ 301-53

Monday	April 18	6-9 p.m.
Tuesday	April 19	6-9 p.m.
Wednesday	April 20	6-8 p.m.

### NIZ 301-54

Monday	May 16	9:30 a.m.-12:30 p.m.
Tuesday	May 17	9:30 a.m.-12:30 p.m.
Wednesday	May 18	9:30 a.m.-11:30 a.m.

### NIZ 301-55

Monday	June 13	6-9 p.m.
Tuesday	June 14	6-9 p.m.
Wednesday	June 15	6-8 p.m.

### NIZ 301-10

Monday	July 18	6-9 p.m.
Tuesday	July 19	6-9 p.m.
Wednesday	July 20	6-9 p.m.

### NIZ 301-11

Monday	August 15	6-9 p.m.
Tuesday	August 16	6-9 p.m.
Wednesday	August 17	6-9 p.m.

### NIZ 301-12

Monday	September 19	6-9 p.m.
Tuesday	September 20	6-9 p.m.
Wednesday	September 21	6-9 p.m.

## Course Content

### Culture - 2 hours

- industry career pathways (restaurant/hotel/supermarket)
- employer expectations
- performance pride, positive attitude, good work ethic
- personal hygiene, dress
- attendance and punctuality
- dependability
- flexibility
- self-respect, manners
- respecting diversity, teamwork

### Communication - 2.5 hours

- interviewing skills
- active listening skills
- receiving critical feedback and appropriate response
- in-person customer communication
- telephone communication (reservations/cancellations/messages)
- eye contact
- emotional self-control

### Customer Service - 2.5 hours

- creating customer loyalty
- strategies to deal with difficult customers
- prompt response
- going the extra mile

### ServSafe Food Handlers Program - 1 hour

- basic food safety
- personal hygiene
- cross-contamination and allergens
- time and temperature
- cleaning and sanitation

\*This does not meet the food manager's certification course required by the Food Code.