COASTLINE COLLEGE COAST VOCATIONAL PROGRAM PRESENTS

GUEST SERVICES PROGRAM

Studentswill developentry-level skillsto workinthe expansivehotel and resort environments throughout Orange County. Graduates will be prepared for many entry-level, paid employment opportunities within the hospitality industry.
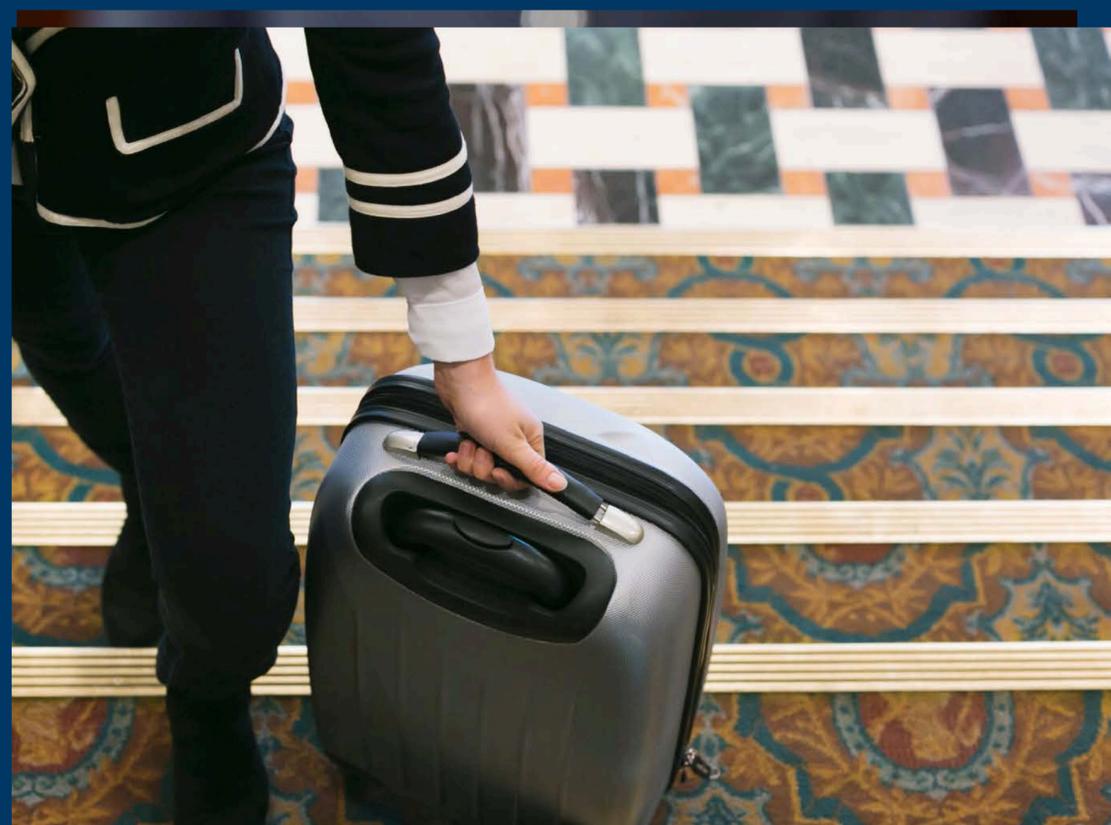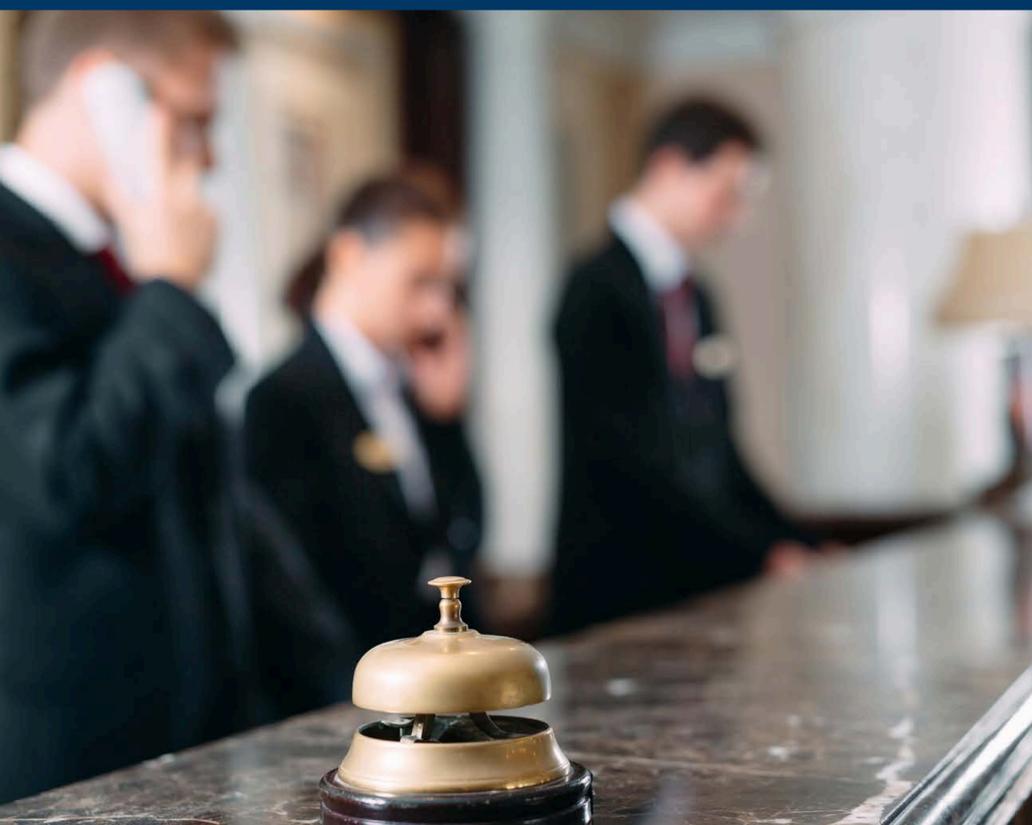
The Guest Services program is a 3-semester program.

Upon review of a complete application, each applicant will be schedule an individual interview, group interview, and assessment before acceptance to the program.

To request an application or to ask questions

Call: (714) 241-6214   Email: specialprograms@coastline.edu

What is COAST?

COAST stands for Career Options through Academic Support and Training. The COAST Program at Coastline College consists of several different vocational certificate programs. The purpose of the program is to provide job training (in a specific field with demonstrated demand) as well as employability skills training. The COAST Program started in 2018 and takes place at Coastline's Newport Beach campus. This program is a collaborative effort between the Special Programs and Services for Students with Disabilities and Adult Education departments.

Guest Services Program

Students will learn basic guest services skills. Students will learn entry-level skills and responsibilities required to work in the expansive hotel and resort environments throughout Orange County.

SEMESTER 1:

SPED C085N- Maintenance Basics

Introductory course designed to develop basic assessment, knowledge, and techniques of residential and commercial custodial caretaking. Integrated field experience includes an exploratory survey of typical hands-on and mechanized job tools and duties.

SPED C001N- Employability Skills

Introductory course designed to develop basic employability skills required in vocational settings, focusing on gaining and maintaining employment. This course focuses on self-management, group dynamics, goal setting, resilience, and safety skills.

SEMESTER 2:

SPED C086N- Guest Services Basics

This is an introductory course designed to familiarize students with basic assessments, skill knowledge, and techniques typical of entry-level Guest Services professions. Integrated field experience includes an exploratory survey of common hands-on and mechanized job tools and duties required for START Guestroom Attendant Certification.

SPED C002N- Problem-Solving in the Workplace

Introductory course designed to develop basic problem-solving skills required in vocational settings and to develop the resilience and self-confidence skills required to deal effectively with challenges in the workplace. Problem-solving and self-sufficiency skills are developed through group work, self-reflection, and evaluation of scenarios.

SEMESTER 3:

SPED C087N- Guest Services Vocations

This course is designed to develop knowledge of guest services vocational options and required skills. Integrated field experience includes hands-on training in the basic vocational skills and responsibilities required for working as a server, food runner, lobby or bell attendant, and intermediate housekeeper in a hotel or resort setting.

SPED 061N- Interview Preparation and Readiness

This course includes best practices in job research and inquiry, interview preparation, resume preparation and interview practice, and self-advocacy.