



HOSPITALITY PRE-APPRENTICESHIP PROGRAM

MGP 099 | Greater Springfield Concierge

Students will learn about “all things local” for the Greater Springfield area. The class will cover the highlights that every tourist will want to know about the city, including local landmarks, museums, attractions, restaurants and city history.

All participants of the Hospitality Pre-Apprenticeship Training Program will receive this mandatory class at no additional cost.

MGP 100 | Luxury Guest Services

Specifically designed for potential employees new to the hotel and hospitality industry. The class will cover customer service principles designed for the hospitality industry to maintain and enhance customer service standards.

All participants of the Hospitality Pre-Apprenticeship Training Program will receive this mandatory class at no additional cost.

MGP 101 | Restaurant Servers

Students will learn about suggestive selling techniques, dining room etiquette, proper service techniques, kitchen equipment, and safety and health department regulations.

Two Week Course | Tuition including all materials: \$259.00

MGP 102 | Front Counter Team Member

Students will learn to interact with guests in a fast, courteous and efficient manner; learn to manage a cash drawer and follow cash handling policies and procedures; take guest orders and payment using the Point Of Sale (POS) system. Students will learn how to prevent waste and promote positive customer interactions.

One Week Course | Tuition including all materials: \$159.00

MGP 103 | Public Area Attendant

Students will learn about cleaning public areas, operating utility equipment, and cleaning and maintaining various types of floor surfaces.

One Week Course | Tuition including all materials: \$159.00

MGP 104 | Busser/Runners

Students will learn about proper dining room etiquette and safety and health department regulations, as well as how to clean and reset tables, take and serve drink orders, and properly clear dishes.

One Week Course | Tuition including all materials: \$159.00

MGP 215 | Security Officers

This course is tailored for the entry level security officer and focuses on the foundation knowledge: how to effectively handle routine security activities and emergencies, as well as using sound judgment and practical skills.

Three Week Course | Tuition including all materials: \$359.00

SIGN UP AT: www.cambridgecollege.edu/academic-programs/hospitality-pre-apprenticeship-program



Registrar's Office
 Cambridge College
 500 Rutherford Avenue
 Boston, MA 02129
 Phone: 617.873.0101
 Fax: 617.242.0026
 registrar@cambridgecollege.edu

Non-Credit Training & Development Registration Form—Springfield

Student ID# _____

Your Cambridge College Location
 Springfield

Term Fall Spring Summer Year: _____

If you have a Cambridge College student ID number, please write it in above.
 Are you currently enrolled in a Cambridge College degree or certificate program? Yes No

Program (if applicable) _____

Student Information

Last name _____ First name _____ Middle name _____

Current Residence: Address _____ Apt _____ Phone cell home (_____) _____

City _____ State _____ Zip _____ Work Phone / ext. (_____) _____

E-mail home work _____

Social Security number _____ Date of birth: Month _____ Day _____ Year _____

Courses

Course # example: WRT101	Section example: CA01	Course Title	Instructor

Signatures on paper printout

Student signature _____

Date _____

Program Coordinator signature _____

Date _____

Payment Type

- Voucher
- Credit card
- Check/money order

Sponsoring Organization (if applicable) _____

Demographic Information

Gender: Male Female Transgender Other

Are you Hispanic/Latino: Not Hispanic/Latino
 Hispanic/Latino

Please check off one or more of the following that best describes yourself:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian/Other Pacific Islander
- White
- Prefer to not respond

Country of birth: _____

Country of citizenship: _____

Are you an **active member of the U.S. Armed Forces?** or **veteran?**

After completing form submit it to:



Cambridge College Springfield
 1500 Main Street
 PO Box 15229
 Springfield, MA 01115

Or email to: hospitality@cambridgecollege.edu
Or fax to: 413.747.0613

Internal use only

Cohort code _____