



Hospitality Staff Certification (START)

START (Skills, Tasks, and Results Training) is a training and certification program for entry level positions within the hospitality industry. Common hospitality businesses that recognize the START certification are hotels and casinos. START training covers the basics of 12 different front-line positions. These 12 positions fall into one of two divisions: the rooms division or the food and beverage division

The rooms division includes: front desk representative, bell services representative, PBX operator, reservationist, and public space cleaner. These positions can include tasks such as assisting guests with their rooms and reservations, operating a phone and switchboard system, greeting guests, transporting luggage, and cleaning guest rooms.

The food and beverage division includes: kitchen staff, kitchen steward, room service attendant, restaurant server, banquet set-up employee, banquet server, and bus person. These positions can include tasks such as preparing, serving, or delivering food, keeping the kitchen orderly and clean and assisting where needed, setting up for banquets, and/or cleaning tables.

People who work in hospitality, more than anything, are to do their best to make their customer's visit as enjoyable as possible. Because many hospitality businesses are continually open, employees within this field could work at any time; both part-time and full-time positions are possible. Usually, there are 8-hour shift rotations, allowing someone to always be working, and 40-hour weeks. Weekend and holiday shifts may be required.

Indiana Wage Information

	Hourly Wage (Entry)	Hourly Wage (Median)
Hotel, Motel, and Resort Desk Clerks	\$7.69	\$8.80
Maids and Housekeeping Cleaners	\$7.67	\$8.89
Food and Beverage Serving Workers	\$7.67	\$8.88
Maintenance and Repair Workers, General	\$10.39	\$17.32

Job Outlook in Indiana

	Long Term	Short Term
Hotel, Motel, and Resort Desk Clerks	10.6 % (increase)	4.0 % (increase)
Maids and Housekeeping cleaners	9.6 % (increase)	1.8 % (increase)
Food and Beverage Serving Workers	11.9 % (increase)	3.9 % (increase)
Maintenance and Repair Workers, General	13.5 % (increase)	2.3 % (increase)

*Data collected from hoosierdata.in.gov

Important Qualities may include but are not limited to:

Interpersonal skills – must get along with co-workers, customers, and superiors and be polite and friendly

Stamina – must be able to stand for long periods of time without getting tired

Communication skills – must be able to listen to, relay, and clearly explain information

Detail-oriented – must be able to notice and pay attention to detail

People skills – must be polite, attentive, and able to work with others

Time management – must be able to effectively manage the time of oneself and others

Skills and Knowledge may include but are not limited to:

Technical

Guest Service Operations

- knowledge of computers, software, and administrative and clerical procedures

Building Maintenance

- be able to test, install, operate, maintain, and repair machines and equipment

Cleaning Services

- knowledge of strategic planning and resource allocation

Food and Beverage Services

- knowledge of marketing

English Language Arts

- comprehend written and verbal communication
- Be able to ask questions

Math

- problem solve by using mathematic skills
- knowledge of arithmetic can be helpful

Certification and Advancement

START training curriculum and certification are issued by the American Hotel & Lodging Educational Institute (AH&LEI). It is the only certification of its kind that is supported by the American Hotel & Lodging Association (AH&LA), as well as over 10,000 hotel owners. The training focuses on the applicable knowledge and skills students need to begin pursuing a career in the hospitality industry. Finishing the course makes students eligible to take the START certification exam. Individuals who pass this exam with a score of 70% will be START-certified through AH&LEI.

Built into the START certification framework are continued opportunities for advancement. Any individual with a START certification who enters employment in the hospitality industry and holds that position for 90 days can take a test for AH&LEI's next level certification, Hospitality Skills Certification (HSC), at no cost. This certification can be earned in one of four different areas: front desk representative, guestroom attendant, maintenance employee, or restaurant server.

One or both of these certifications puts job seekers ahead of those who aren't certified and could help lead to a long-term career in the hospitality industry. Another certification individuals can earn is the Guest Service Gold certification, which is also through AH&LEI. The goal of the Guest Service Gold program is to motivate hospitality employees to take guest service to the next level. Further advancement is possible for workers who acquire more experience and/or more training. One to five years of experience in hospitality can provide the opportunity for managerial positions.

A related post-secondary degree program will create opportunities for even greater advancement. The Council on Hotel, Restaurant, and Institutional Education (CHRIE) provides a list of colleges which have been accredited by the Accreditation Commission for Programs in Hospitality Administration (ACPHA). Those interested in exploring these post-secondary options to build upon their existing hospitality certification and experience can find this list at <http://www.chrie.org/about/accreditation/acpha-accredited-institutions/index.aspx>.

How can YOU get involved?

The world of work relies on the foundational skills students acquire in your classrooms and/or programs!

- Know your students'/clients' interests and career goals
- Affirm the value of the skills/hobbies students demonstrate both in and outside of the classroom
- Infuse your classroom culture and/or meetings with career-minded activities
- Provide time to make connections between the material learned in adult education or workshops and students' daily lives/career aspirations
- Know the basic job descriptions and training requirements of in-demand occupations in your area
- Know which WorkINDiana programs are available in your region
- Know the processes for referring students to postsecondary or on-the-job training
- Post resources where students can find more information about further education/training and careers

Sources and Further Information:

www.hoosierdata.in.gov
www.careeronestop.org
www.mynextmove.org

www.bls.gov/ooh/
www.iseek.org/index.jsp
www.indianaskills.com

www.indianacareerexplorer.com
www.ahlei.com