

Hawai'i's Visitor Industry Workforce "The Journey to Excellence"

UHCC Presentation to
PATA - Hawai'i

Wednesday, July 2, 2008

Hawai'i Prince Hotel Waikiki



Hawai'i's Visitor Industry Workforce

- What is the U.H. Community Colleges Role in Workforce Development?
- How does the U.H. Community Colleges prepare students for the visitor industry workforce?
- What can the U.H. Community Colleges do for you statewide?



What is the U.H. Community Colleges Role in Workforce Development?

- Prepare community college students for work-readiness in entry-level to supervisory positions through certificates and/or degree programs.
- Teach basic skills:
 - Reading, writing, computation
 - Communications
 - Customer service
 - Job preparation (resume writing, job interview skills, grooming standards, punctuality, professionalism, team work, etc.)



What is the U.H. Community Colleges Role in Workforce Development?

- Upgrade the skills and knowledge of incumbent workers by providing relevant and practical courses:
 - Customer Service
 - Host Culture and Language
 - Conversational Foreign Languages & Culture
 - New Supervisory and Management Training
 - Computer and Information Technology
 - English as a Second Language



How does the U.H. Community Colleges prepare students for the visitor industry workforce?

- Culinary Arts, Pastry Arts, Hotel & Restaurant Operations, and Travel & Tourism Programs
 - Certificate of Completion, One Semester
 - Certificate of Achievement, Two Semesters
 - Associate in Science Degree, Four Semesters



Culinary Arts

- Offer specialized hands-on courses in
 - Fundamentals of Cookery
 - Intermediate Cookery
 - Dining Room Service
 - Continental Cuisine
 - Asian/Pacific Cuisine
 - Garde Manger
 - Cost Control & Purchasing



Pastry Arts

- Offer specialized hands-on courses in
 - Sanitation & Safety
 - Fundamentals of Baking
 - Intermediate Baking
 - Patisserie
 - Confiserie
 - Menu Merchandising



Culinary & Pastry Arts Laboratories



Cooking
Laboratory

Fine Dining
Room



Hotel/Restaurant Operations

- Offer specialized hands-on courses in
 - Career Preparation & Customer Service
 - Front Office Operations
 - Housekeeping Operations
 - Food & Beverage Operations
 - Hospitality Sales & Marketing
 - Hospitality Internship
 - Hospitality Management



Hotel/Restaurant Laboratories



Front Desk
Laboratory

Housekeeping
Laboratory



Travel and Tourism

- Offer specialized hands-on courses in
 - Airline Reservations & Ticketing
 - Tour Directing
 - Selling Destinations
 - Tour & Travel Operations
 - Meetings & Conventions
 - Tourism Destination Development
 - Computer Technology for the Hospitality Industry



Travel & Tourism Laboratories



Tour & Travel
Laboratory

Airline Reservations
& Ticketing



Hospitality Internship Program



Hospitality Industry Community Service



Banquet Services



Toyota Convention

What can the U.H. Community Colleges do for you statewide?

- Ho'okipa me ke Aloha - Customer Service with Aloha
- Professional Tour Drivers & Guides Certification
- Conversational Japanese Language & Culture Courses
- Conversational Chinese and Korean Language & Culture Courses – Coming in Fall 2008
- New Supervisory and Management Training
- Industry Certifications





- **Certified Hospitality Educators (CHE)**
- KCC is one of three colleges and universities to have 100% of faculty **CHE** certified.



Hawaiian Proverb by Mary Kawena Pukui

'A 'ohe pau ka 'ike I ka halau ho'okahi

*All knowledge is not taught in the same
school*

One can learn from many sources



Mahalo and Aloha!

