



COASTLINE COLLEGE COAST VOCATIONAL PROGRAM PRESENTS GUEST SERVICES PROGRAM

Students will develop entry-level skills to work in the expansive hotel and resort environments throughout Orange County. Graduates will be prepared for many entry-level, paid employment opportunities within the hospitality industry.

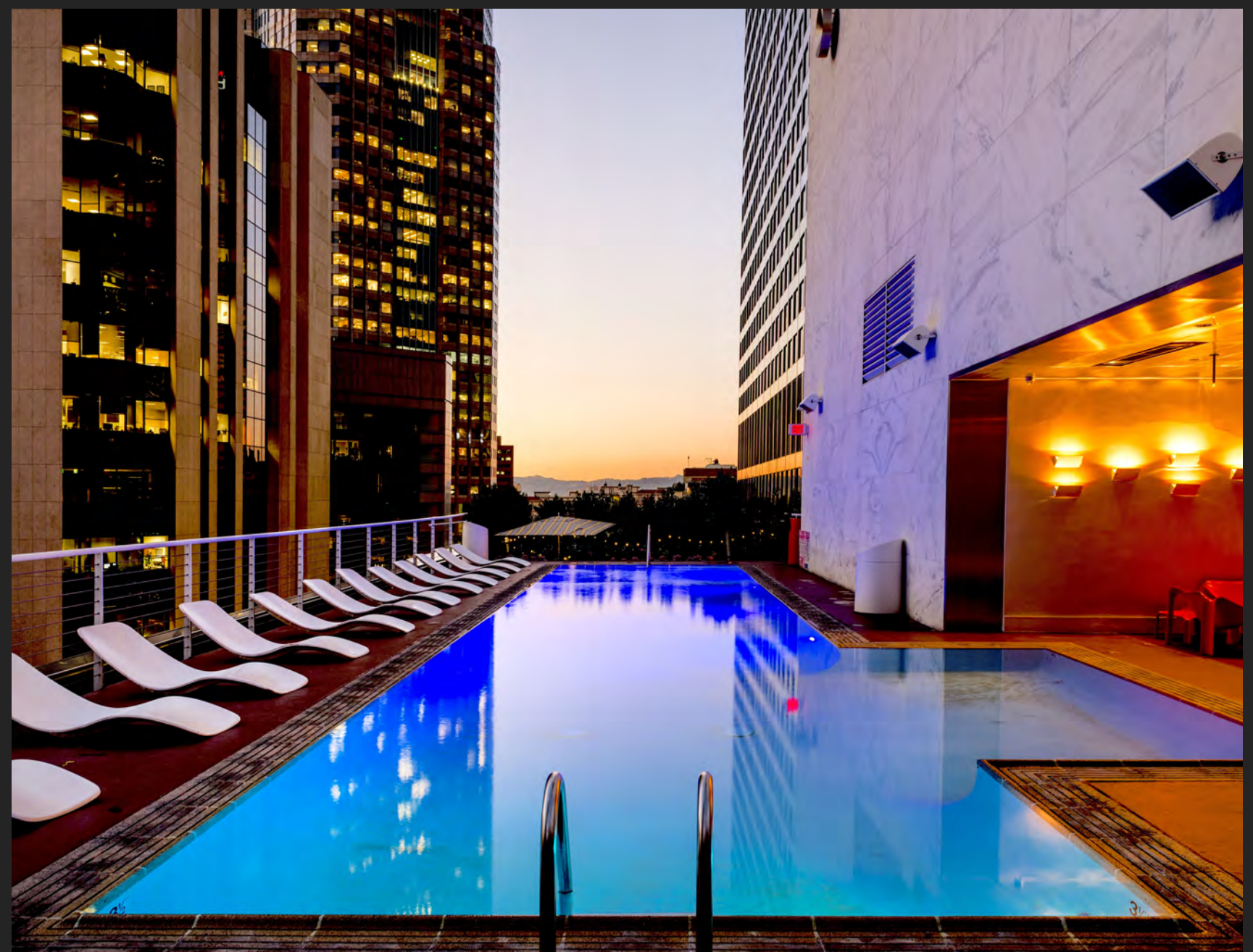
**APPLICATIONS ARE CURRENTLY BEING ACCEPTED FOR FALL 2022
APPLICATIONS WILL BE ACCEPTED UNTIL JUNE 17, 2022
CLASSES BEGIN ON AUGUST 29, 2022**

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 applicaiton 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, at Coastline's Newport Beach campus, was launched in 2018, made possible through the California Adult Education Program Grant. Since 1977, Coastline College, a public community college, has provided hundreds of classes for students with disabilities in its department of Special Programs and Services for the Disabled.

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 C002N- Problem-Solving/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 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 061N- Vocational Prep/Readiness

This course is designed to prepare students for competitive employment or volunteerism. Course will focus on activities to develop and identify vocational interests, job-readiness skills, abilities, and behaviors. Students will identify their personal vocational goals, and Student Educational Contracts will be developed.

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 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.