

THE BROADMOOR



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talentFOUND

CHLA
UNIVERSITY
LIFELONG LEARNING

Certified Hospitality Supervisor (CHS) Supervisory Skill Builders Class Schedule

Beginning Wednesday, March 15, 2023

Classroom Training: The Broadmoor

1 Lake Avenue, Colorado Springs, CO 80906 Phone: (719) 634-7711

Meeting Times (*Attendance is required ALL four days*):

Wednesdays, March 15, March 22, March 29, & April 5, 2023

9:30 a.m. to 4:00 p.m.*

<i>Class Meeting Dates:</i>	<i>Module Content:</i>
<i>Week #1:</i> <u>Wednesday,</u> March 15, 2023 9:30 a.m. to 4:00 p.m.	Introduction Plus These Modules: 1. You as a Supervisor 2. Conducting Orientation & Training 3. Leadership (commence this module)
<i>Week #2:</i> <u>Wednesday,</u> March 22, 2023 9:30 a.m. to 4:00 p.m.	Finish Module 3 and Proceed to Next 3 Modules: 4. Time Management 5. Effective Communication 6. Motivation and Team Building
<i>Week #3:</i> <u>Wednesday,</u> March 29, 2023 9:30 a.m. to 4:00 p.m.	Finish Module 6 and Proceed to Next 3 Modules: 7. Handling Problems and Conflict 8. Staffing and Scheduling 9. Improving Employee Performance
<i>WEEK #4:</i> <u>Wednesday,</u> April 5, 2023 9:30 a.m. to 3:30 p.m.* *Students may leave as they complete the exam.	Finish Module 9 plus Course Wrap Up and Exam Review Session for Exam Preparation <ul style="list-style-type: none"> • Students to Take Certified Hospitality Supervisor (CHS) Exam <p>*Note: Students may leave as they complete the exam, so class ends a bit early this day.</p>

Registrants are on their own for lunch and parking each day. Complimentary break beverages will be provided.

Trainer Contact Information: Kimberly A. Tranter, MBA, CHE, CHIA- AI, Founding Managing Director of CHLA University and Associate Professor, The College of Professional Studies, Johnson & Wales University
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Please Register by FRIDAY, March 10 by visiting www.chla.com → Click on Events → Click on Calendar → Click on the course starting date (March 15)



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