



International Society
of Hotel Associations

2019 ISHA AWARDS OF EXCELLENCE APPLICATION

Entries must be for projects completed by **January 1, 2019 through September 30, 2019.**

Patti Colley, Chief Strategy Officer
Oklahoma Hotel & Lodging Association
patti@okrestaurants.com
3800 North Portland Avenue
Oklahoma City, OK 73112

Association Staff Size: 11

Associations Annual Budget (not including AH&LA dues): ___Over \$500,000 _x__Under \$500,000

Entry Category: __x__Education and Workforce Development ____Events and Fundraising
____Government Affairs ____Member Programs ____Public Relations ____Communications

Entry for program: **HospitAbilities – Skills-based Certification for All Abilities**

Please respond to the following questions on a separate piece of paper.

1. Goals & Objectives of Program:
2. Target Audience
3. Results of Program
4. Evaluation Measures
5. How was the program presented to the Target audience?
6. Addition information

ENTRIES MUST BE RECEIVED NO LATER THAN OCTOBER 4, 2019



HospitAbilities is certified by Oklahoma Department of Career & Technology Education

1. What is the Objective and goal of HospitAbilities:

The primary goal of HospitAbilities is to better meet the workforce needs of Oklahoma's hospitality industry.

HospitAbilities Certification is "A skills-based assessment, supporting the future of Oklahoma's hospitality industry for high school and adult students of all capabilities."

We know that not all students display their gifts and talents in the same way. For some a paper test just isn't a good fit. This certification allows students to test by demonstrating!

The hospitality industry in Oklahoma has worked together with educators across the state to identify 18 essential service skills. There are a variety of choices from handwashing or rolling silverware to dicing an onion or making a bed. In order to pass the certification a student must choose 7 skills to complete. Students are have the opportunity to test in April and November each year.

After practice and study, the Oklahoma Hotel & Lodging Association and the Oklahoma Restaurant Association provides industry professionals as evaluators for the classroom to score students and sign off on their completion skills. All students who are able to pass 7 skills will be issued a HospitAbilities Certification. Upon passing the certification exam the association holds a recognition ceremony and each passing student is pinned.

2. / 5. Target Audience / How it was presented:

a). A combined audience made up of industry and education including Lodging Operators, Foodservice Operators and more than 500 students having intellectual or physical limitations, who are enrolled in Oklahoma Technology Center Career Services programs.

b). How was the program developed and presented to the Target Audience?

After receiving several calls from instructors of career services programs for assistance in meeting the needs of technology center students with limited abilities, OH&LA began research and joined forces with an instructor at a local technology center who also understood the need for this type of curriculum.

A task force of industry professionals and educators was formed to obtain feedback on how to develop curriculum and best meet the needs of these students, as well as the workforce challenges of the hospitality industry.

Once the curriculum was developed with support of a Career Tech, a series of 18 student learning videos (titled and linked below) were produced, each demonstrating, the proper techniques and completion of each skill set. The video shoot took place at an OH&LA member hotel who provided hotel associates to aide in demonstration of completing each skill set. These videos helped launch the program and will be reproduced as HospitAbilities progresses.

- [Introduction to HospitAbilities](#)
- [Job Application](#)
- [Inventory Inspection](#)
- [Making Change](#)
- [Dishwashing & Handwashing](#)

- [Making A Bed & Setting a Table](#)
- [Folding and Sorting Laundry](#)
- [Vacuuming the Floor](#)
- [Mopping a Floor](#)
- [Mixing Sanitizer](#)

- [Knife Skills & Rolling Silverware](#)
- [Protein Temperature Matching](#)
- [Scrambling an Egg](#)
- [Cake Decorating](#)
- [Sandwich Making](#)

Since development, the program and its objectives have been shared at board meetings of the Oklahoma Hotel & Lodging Association and the Oklahoma Restaurant Association on two occasions.

We have also presented the HospitAbilities at the annual meeting of instructors employed by the 20 Career Services Departments of the Oklahoma Department of Career & Technology Education.

On August 1st, all 20 Oklahoma Technology Centers received the HospitAbilities curriculum to implement into their Career Services programs.

In September, the OH&LA and ORA held a “learning session” with a wider sampling of industry professionals to present the program purpose and attributes, as well as successful ways to integrate a student from the HospitAbilities program into the hospitality workforce – specifically in their own hotels and restaurants. The session included presentations from a Career Services instructor and an attorney specializing in ADA law who also is the father of a child with special needs. A huge part of the discussion was how HospitAbilities can be a catalyst for increasing our workforce, and how this demographic of student can make a successful long-term employee.

3. Results of Program

In April 2019, the first HospitAbilities group went through testing as a pilot program. Around 30 tested and 12 were awarded their Certification.

4. Evaluation Measures

In November 2019, the ORA and OH&LA will test approximately 100 students wishing to certify in HospitAbilities. During our April 2020 testing date, we expect that number to double or triple.

OH&LA is building a database which will track the students testing and acquiring HospitAbilities certification along with information on the skills sets in which they certified. We will also be taking inquiries from employers and this data will allow us to properly match their need with a student having that particular skill set. Job placements will be documented in our data as well.

Also, the OH&LA will continue to educate the industry, not only about the program, but how to successfully engage with and employ HospitAbilities Certified students.

5. Addition information:

Copyright/Trademark:

The Association is currently taking steps to copyright and trademark the HospitAbilities logo and curriculum.

Several state restaurant and/or lodging associations have reached out with interest in launching the program in their state so we will take the proper steps to help with distribution. The non-profit community that focuses on students with disabilities has also shown a high level of interest. This year’s focus has been to rollout of the program to Career Techs. Our focus in 2020 will be on establishing the program in non-profits who focus on workforce development and job training for individuals with disabilities.

Expenses and Revenue Generation:

As you can see there have been countless hours spent on collaboration, development of curriculum and video products; and now the cost copyrighting and trademarking. This takes hours of staff time and development expense. Currently, revenues to support the program are derived through a \$15 per student certification fee. Future revenue sources will also include sponsorships and curriculum fees to non-profits and state lodging and restaurant associations.

In Closing

One of the definitions of hospitality is a friendly and generous welcome. As leaders in Oklahoma’s hospitality community, we are dedicated and look forward to welcoming students with their HospitAbilities certification into our workforce and want to encourage them on their journey to be hospitality superstars and ambassadors!



HOSPITALITIES EDUCATION SESSION: EMPLOYING INDIVIDUALS OF ALL ABILITIES: OUR ROLE

Sept 25 at Aloft Hotel Downtown OKC from 1-3pm

The Oklahoma Restaurant Association and Oklahoma Hotel & Lodging Association have been hard at work preparing to launch a new program called HospitAbilities. HospitAbilities is a skills-based certification for students of all abilities. Through this certification program, we will be assisting in training and certifying students of all levels of ability across our state. With these new students entering the workforce, we need to prepare our managers and supervisors on how to work with these employees. Register online at okrestaurants.com or oklahomahotels.org. For questions, contact Chandy Rice at chandy@okrestaurants.com.

OUR PRESENTERS

Kari Bailey, instructor for Service Careers at Francis Tuttle, will introduce strategies to help hospitality professionals provide a positive, productive and professional work environment for students hired through the program. **Michael Bowling**, a local employment attorney, will also present the practical ways we can make this relationship work. **Chandy Rice**, Director of Education for the Oklahoma Restaurant Association and Oklahoma Hotel & Lodging Association, will speak about the HospitAbilities program and the volunteer opportunities that are available.

We know that not all students display their gifts and talents in the same way. For some, a paper test just isn't a good fit. This certification allows students to test by demonstrating! The hospitality industry in Oklahoma has worked together with educators across the state to identify 18 essential service skills. In order to pass the certification, a student will need to choose 7 that they can complete. There are a variety of choices from hand washing to rolling silverware to dicing an onion or making a bed.

