



BHTS Services Available:

Food Safety Training

Customer Service Training

**ServSafe® Certification and
Recertification**

HAACP Plans

**Interpreting & Translation Services
English & Spanish**

Menu Writing

Employee Manuals

**Start-up Restaurant Consultation &
Referral Services**

**\$20.00 STUDENT DISCOUNT
APPLIES TO SERVSAFE CLASS
ENROLLMENT FOR
CUSTOMERS OF:**

**Chase Paymentech Solutions, LLC
Coastal Sunbelt Produce
MICROS Mid-Atlantic
& SYSCO**

**Please ask your sales representative for
the coupon code at checkout on-line.**

BHTS

**BHTS - YOUR
Bilingual Hospitality
Training Solutions**

BHTS' Mission: Give students an enjoyable experience; keep it simple, serious and memorable so lessons learned will be applied immediately and successfully in the real-world.

BHTS was created in 2007 by Juliet Bodinetz-Rich, a recognized leader in the restaurant and food service training industries with over twenty-two years of experience. Her international background leads to successful communication with diverse populations.

Ms. Bodinetz-Rich is:

- A preferred instructor for RAMW and is NRAEF Certified (1997).
- Recommended by: Baltimore Hispanic Chamber of Commerce, Chase Paymentech Solutions, LLC, Coastal Sunbelt Produce, Foodservice Monthly and MICROS Mid-Atlantic.
- An Approved Provider with the Baltimore, Baltimore City, Montgomery and Prince George's Counties' Health Departments.
- Member of Latino Provider Network, RAMW and BHCC.

BHTS-Founded 2007



**BHTS
Bilingual Hospitality
Training Solutions**

**All classes available in
English or Spanish**

Competitive Pricing!

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Safe Staff Classes

Full-Staff Food Safety Training Available in English and Spanish

Safe Staff is a 2-hour, mini version of ServSafe® that is delivered at your location for your entire staff.

Safe Staff training includes real-life scenarios to assist employees in grasping and applying food safety basics at every level of your operation by avoiding:

- Time temperature abuse
- Cross contamination
- Improper personal hygiene

This easy-to-understand class will teach your employees how easily food-borne illnesses can occur and how to be vigilant in preventing contamination.

Safe Staff training results in lowered risks of food borne illnesses or outbreaks, a cleaner establishment, higher Health Department scores, higher employee morale, lower employee turnover, more satisfied guests, and higher profits!

Safe Staff - BHTS 2008



Manager's Food Safety & Sanitation Certification Available in English or Spanish

Private: two-day/16 hours Servsafe® certification and one-day/8 hours recertification courses available at your convenience and location for great cost savings.

Open enrollment: English or Spanish ServSafe® classes available each month throughout Maryland. Please call to pre-register! Class schedule available on the web at:

www.bilingualhospitality.com

After completing a ServSafe® class and passing the exam, each student receives a certification from the National Restaurant Association Education Foundation. Certification is based on a passing grade of 75% or above.

Certification is mandatory in Annapolis City, Baltimore City, Baltimore, Howard, Montgomery and Prince George's Counties.

Certification is valid for three years in Maryland, DC and Virginia.

BHTS-Founded 2007

STELLAR SERVICE Improved Service and Sales Training Customized for your Establishment

STELLAR SERVICE 2-hour course improves hospitality and sales and is geared to your wait-staff, bartenders and hosts.

STELLAR SERVICE works with your veteran servers and new servers by helping them improve their service, increase sales, and earn more.

Topics Discussed:

- Pre-shift - attitude, preparedness
- Menu Knowledge – effective descriptions, up-selling, power of suggestion
- Step Consolidation
- Problem Solving
- Communication Skills
- Teamwork

Improve your bottom-line profits!
Help your staff earn more money and improve your sales!

STELLAR SERVICE - BHTS 2008

