

## A Message from the Director

A need was recognized that started a dream, the dream became reality in Victory Trade School. The need was two-fold:

- 1) People were caught in a cycle of poverty with no career and without the skills to move beyond minimum wage.
- 2) Employers were having difficulty finding trained, experienced, dependable workers.

The result is that Victory Trade School (VTS) opened its doors to offer an option to change the circumstances for both the potential employees and employers.

We created an innovative school that provides a systematic and comprehensive curriculum in conjunction with kinesthetic learning that is set in a professional environment. Our focus is on the student. We are dedicated to the foundation of character as well as the mind, and challenge each student to realize his or her full potential. We strive to foster a commitment to values such as integrity, responsibility, courage and creativity as we help each student attain a sense of dignity, self-worth and appreciation of others with diverse backgrounds.

Each student is an individual, not a number. We believe that each student deserves a personalized education, complete with supportive faculty and classmates. We endeavor to acquaint students with the teachings and values of the Christian faith, an understanding of teamwork, and awareness for the environment while receiving a quality education.

In the Hospitality Program students are offered a well rounded curriculum of practical experience and courses certified through the National Restaurant Association Educational Foundation. Hospitality students who complete all of the practical learning and certificate courses receive a ManageFirst professional credential in addition to the VTS diploma.

In the Victory PREP Program students learn essential job and life skills while participating in intensive Bible-based classes. The basis of the PREP Program is **P**rayer, **R**eading scripture, **E**ducation, and **P**raise to God. An innovative and challenging internship program provides tactile learning and essential spiritual development in an environment of trust and respect.

This integration of faith, learning, and living is the foundation used to fulfill the dream of Victory Trade School.

Victoria Queen Director

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## VISION AND MISSION STATEMENT

The vision of Victory Trade School is . . .

Transformed lives impacting the community by education through social enterprise

The mission of the Victory Trade School is . . .

To provide opportunities to learn in a Christian environment, to gain the skills necessary to make a living, and to attain the life skills to enter society as productive citizens.

### Philosophy

Victory Trade School provides a structure to use as a vehicle to independence. We believe that people should be given the opportunity to gain skills and experience to make them self-sufficient. Our motto, “Keeping your job -- earning your keep” is the ultimate goal as we nurture students in a spiritual environment.

### Goals

The goals of the Victory Trade School are for students to:

- Graduate with a ManageFirst professional credential **MFPTM** from the National Restaurant Association Educational Foundation (Hospitality)
- Receive 7 professional trade certificates that are recognized by the National Restaurant Association Educational Foundation. (Hospitality)
- Learn food service and hotel/motel skills to secure a job in the hospitality industry. (Hospitality)
- Graduate with 12 certificates in Discipleship. (PREP)
- Receive *Charles Stanley Institute* and *Master Life* certificates each quarter. (PREP)
- Earn certificates for Celebrate Recovery, The Way of the Master, Within My Reach, and Undercover (PREP)
- Develop interpersonal skills to be more teamwork oriented.
- Acquire life skills that will lead to more stable work habits.
- Build a marketable resume and learn interviewing skills.
- Receive job opportunities or receive guidance and preparation for the next level of education.
- Have the opportunity to develop a spiritual life centered in Jesus Christ.

### Statement of Faith

Victory Trade School is an integral part of the outreach ministry of Springfield Victory Mission, a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through emergency and education services. All employees are Christian missionaries. Employees and students are requested from time to time to participate in chapel services, outreach ministries, Bible studies and/or prayer times. Because of the nature of these types of ministries, it is an absolute necessity that Victory Trade School is held as a Christian testimony of faith and experience in Jesus, and that our lifestyles are above reproach.

## **Overview of Victory Trade School**

<b>Type:</b>	Postsecondary Trade School
<b>Degree Offered:</b>	Non-degree seeking school
<b>Certificate Offered:</b>	ManageFirst Certification
<b>Founded:</b>	2003
<b>Location:</b>	North side of Springfield, MO 1715 N. Boonville – Administrative offices 200 W. Commercial – Cook’s Kettle 1610 N. Broadway – Victory Lodge

### **Accreditation:**

**The North Central Association Commission on Accreditation and School Improvement (NCA-CASI)** has admitted Victory Trade School to accreditation candidacy status as a non-degree post-secondary school.

To earn accreditation, schools or districts meet the AdvancED standards, engage in continuous improvement, and demonstrate quality assurance through internal and external review. The standards are based in the research on the factors that impact student achievement. The accreditation process helps schools and districts bring together all the parts of the school or district to improve student and organizational performance.

Schools and districts benefit from accreditation through objective peer review, attainment of high standards, and engagement in continuous improvement. Through accreditation, schools and districts receive an external mark of quality; become part of an international network of 27,000 schools and districts; and gain access to a wide range of resources, professional development, and tools to assist them with continuous improvement. Perhaps more importantly, students benefit from accreditation because, through the accreditation process, their school or district has committed to raising student performance and will be held accountable for improving student learning on a continual basis.

### **Certification:**

#### **National Restaurant Association Educational Foundation (Hospitality)**

The ManageFirst Program, was created by the National Restaurant Association Educational Foundation (NRAEF) and is managed nationally by the National Restaurant Association Solutions. It is a management development program that equips students with the key competencies they need to begin or advance their management careers in the demanding food industry. ManageFirst is in use at more than 350 colleges and universities and in a variety of restaurant and foodservice companies.

#### **A competency-based program created with input from industry leaders**

The ManageFirst Program was created to address the needs voiced by industry members and educators. To ensure the program’s topics are on target, they worked with more than 200 academics, operators,

trainers, hiring managers and executives to conduct an 18-month Job Task Analysis and identify the competencies essential to a manager's success.

**The ManageFirst Program™ is relevant, comprehensive and flexible.**

The program is easy to implement and can be used with a variety of texts, class formats and lesson plans. Program components include competency guides covering 10 key topics, corresponding exams and certificates, and the new ManageFirst Professional® credential (MFP™), which demonstrates a mastery of competencies to future employers. ServSafe® is also a part of the program.

Program participants receive industry-respected training that prepares them to confidently lead our ever-growing industry. This management program teaches practical competencies needed to face real-world challenges in the industry, including interpersonal communication, ethics, accounting skills and more.

Victoria Queen, Director of Victory Trade School, is a registered instructor with the National Restaurant Association Educational Foundation.

**Affiliations:** Springfield Victory Mission, Inc.  
Cook’s Kettle Restaurant  
Victory Square, Victory Lodge  
Victory House

**Student Body:** 37

**Faculty:** 27

**Student-Faculty Ratio:** 1.5:1

**Academic Calendar**

The Hospitality Program classes are on a continuous rotation of eight-week blocks. The PREP Program courses are offered on a quarterly basis.

<b>Hospitality</b>				<b>PREP</b>			
<b>Beginning dates for classes: 2010</b>				<b>Beginning and end dates for classes: 2010 quarters</b>			
January	4 (M)	July	5 (M)	Quarter 1:	January 4	-	March 26
February	1 (M)	August	2 (M)	Quarter 2:	April 5	-	June 25
March	1 (M)	September	1 (W)	Quarter 3:	July 5	-	September 24
May	3 (M)	November	1 (W)	Quarter 4:	October 4	-	December 17

Classes will not be held on the following dates in 2010:

- Good Friday April 2 (F)
- Memorial Day May 31 (M)
- Summer Class Break June 28-July 2 (M-F)
- Labor Day September 6 (M)
- Thanksgiving Break November 25 – 26 (Th – F)
- Christmas Break December 25, 2010 – January 2, 2011

## Facilities

Victory trade school maintains an urban campus near the downtown area of Springfield.

The school utilizes significant portions of the Ministry Building of Victory Mission located at 1715 N. Boonville. This facility houses the administrative offices, classrooms, library, student lounge and living facilities. There is also a computer lab located on the second floor for student use. The first floor is occupied by the Cook's Kettle restaurant and the chapel.

Victory Square, located at 1610 N. Broadway less than a mile from the Ministry building, provides additional classrooms, dormitories and a lounge primarily for the PREP program.

Additional practical learning laboratory experiences can be found at Victory Vintage, a second hand retail facility. Students also utilize the Victory Mission warehouse where they learn retail skills.



### Cook's Kettle

Named for Everett and Esther Cook, founders of Springfield Victory Mission, the Cook's Kettle Restaurant provides the culinary laboratory setting for VTS. The students attend classes in Victory Trade School, develop decision-making skills, and receive hands-on training while working various positions in the Cook's Kettle Restaurant. The students learn proper techniques and job skills under the guidance of two professional chefs. The customers of Cook's Kettle Restaurant agree they return because of the high quality of the food, the low prices, and the cleanliness of the facility. This economical place to eat is a model of how a restaurant should serve good food and practice good hygiene and sanitation. This student-operated restaurant provides variety in the menu and all customers are served with professionalism.



### Victory Square

This hospitality laboratory gives hands-on hotel and convention operation skills to the students. Victory Square consists of four areas, which students operate, with instruction from staff. The areas of operation are Victory Lodge, a dormitory-style affordable hotel with a continental breakfast. Victory Transitions, a housing facility where men can get a bed and breakfast while attending classes and receiving counsel on employment and life choices. Victory Life is the Educational center for the Transitions and Lodge areas. The fourth area is Victory Trade School where students in VTS hospitality and PREP reside. The PREP school students receive spiritual life classes, job preparation, and remedial skills. VTS students attend hospitality classes and cross-train in various positions in this building which is managed consistent with hotel standards and student-operated in the same manner as Cook's Kettle.

### Fields of Study

**Hospitality:** This dual track with cross training in culinary and hotel offers a ManageFirst professional credential from the National Restaurant Association Educational Foundation. Courses offered are Hospitality and Restaurant Management, Human Resources and Supervision, Marketing, Customer Service, Controlling Foodservice Costs, Food Production/Professional Cooking and ServSafe. Reference

materials for hotel skills include Front Desk Management, Housekeeping, and Hotel/Motel Management along with the ManageFirst competency guides. Culinary references incorporate La Cordon Bleu Professional Cooking and others. Interpersonal classes have an emphasis on conflict resolution, individual purpose, and self-awareness. The Life Skills module focuses on life choices, communication skills, consumer economics, teamwork, and career skills.

**PREP:** Christian Life, essential job and life skills are underscored in the internship program and students participate in intensive Faith-based classes. The basis of the Prep school is Prayer, Reading scripture, Education and Praise to God for the blessings they have.

**Practical Application (Hospitality):** The hands-on food service training is supplied through the Cook's Kettle Restaurant, which is named in honor of Everett and Esther Cook, the founders of Springfield Victory Mission. Victory Square, with emphasis on Victory Lodge, provides the practical training for the hotel industry.

**Practical Application (PREP):** Hands-on training in retail, warehouse, janitorial, maintenance, food handling, and office skills allow the students to evaluate their growth in the workplace as they deepen their spiritual lives.

### **Admission Policies**

Admissions procedures developed by the Victory Trade School shall ensure applicants are admitted without regard to race, national origin, or handicap (reasonable accommodations will be made for hospitality). Because we are a residential facility, the school is currently open to males only. Candidates for enrollment in Victory Trade School are required to participate in an orientation and assessment process, for a minimum of 30-days, prior to being officially enrolled in the school. The orientation program will provide the potential student an opportunity to develop a comprehensive Individualized Career Plan which focuses on the unique needs of the student, to enhance personal, spiritual, and academic achievement.

Applicants must possess a high school diploma or GED. All prospective students must complete an application for admissions. There is no fee to apply. An interview(s) will be conducted with each applicant in person or by phone. Applications will be reviewed by the admissions committee and decisions will be communicated as soon as they are made.

Availability is limited but has been structured to give opportunities to as many students as possible. The application process identifies individuals with desire, motivation and the ability to meet the challenge of completing the school. There is a required orientation process before entry is granted into the school. The hospitality trade program of the school is for one-year and divided into 6 modules of 8 weeks each. Classes are on a continuous rotation throughout the year. The PREP program is also a one year program which is divided into 4 quarters of 12 weeks each. A student may be admitted at the start of any quarter.

### **Cost and Financial Aid**

Victory Trade School, upon finalization of accreditation through North Central Association Commission of Accreditation and School Improvement (NCA-CASI) and certification through the Missouri Department of Higher Education will be eligible to accept Title IV funding in the form of **Pell Grants**. Students are encouraged to apply for need-based scholarships, which are available for qualified students, through the Springfield Victory Mission, Inc. to cover additional costs of tuition, room and board.

<b>FEES</b>	<b>HOSPITALITY (MODULE)</b>	<b>PREP (QUARTER)</b>	<b>TOTAL ANNUAL COSTS</b>
Tuition & Books	\$1,000.00	\$1,500.00	\$6,000.00
Room	\$606.67	\$910.00	\$3,460.00
Board	\$910.00	\$1,365.00	\$5,460.00

Books are provided for students to use for each class at no charge and must be returned at the end of the term in good condition. There is an additional \$50 fee per class for students to repeat a class.

**Scholarship Program:** Victory Trade School relies on donations through the parent corporation of Springfield Victory Mission, Inc. for support. This funding provides scholarships to students who demonstrate a financial need and complete the coursework. Scholarships give students the opportunity to live and learn at VTS. Request for a scholarship is completed with application forms.

**How to Apply for the Scholarship Program:**

- Apply for admission to Victory Trade School.
- Request the VTS Scholarship.
- Show financial need by completing the VTS Statement of Financial Need.
- There may be additional information a student must submit to VTS based on individual situations. The student will be contacted regarding any additional information needed.

**Ideals:** Students are required to attend all scheduled classes and labs, and participate in the church of their choice on Sunday morning.

The school assists all students in gaining an understanding of themselves, the community and the society in which they live. Students needs also include the skill to communicate effectively, to survive economically and socially, and the knowledge to enhance their quality of life.

**Student Rights / Responsibilities**

All Victory Trade School students are expected to conduct themselves in such a manner as to uphold the good name of the school and fellow students by full recognition of their responsibilities under the law and the moral and social standards of the community, state, and nation. Students are responsible for knowledge of the school rules and regulations as set forth in the handbook.

**Grievance Policy**

While Victory Trade School strives to create a welcoming and nurturing environment, cases may arise where students disagree with policies and decisions. Grievances are considered to be part of the learning process and appropriate steps are in place to deal with such issues. Students should first speak with their room captain if a dorm issues is involved or the elected Student President. These individuals will escalate the issue to an appropriate administrator if they can not resolve the problem.

Both the Assistant Director and Director have an open door policy. Students who wish to meet with them to resolve a grievance will be seen within twenty four hours after a written grievance is filed.

## **Drug – Free Policy**

VTS has a **zero tolerance** policy with regard to drugs and alcohol. VTS is committed to providing each of its students a drug-free environment in which to attend classes and study. Illicit drug use and the abuse of alcohol are dangerous and may result in permanent damage or death. The use of illegal drugs, abuse of prescription drugs, and any use of alcohol are prohibited and will result in expulsion from VTS. The unlawful manufacture, distribution, dispensation, possession or use of illegal drugs by students is prohibited and will result in expulsion from VTS.

## **Academics and Services**

### **Faculty / Staff / Administration**

The faculty, staff and administration of Victory Trade School are dedicated to helping the students achieve the goals of VTS and support them in their interpersonal growth in a Christian environment. The staff works diligently to assist graduates in finding appropriate jobs and affordable housing when they complete the school. They maintain contact with the students as necessary and offer them the tools needed to live a stable and productive life.

### **Counseling Services**

VTS has a fulltime Chaplain on duty to provide assistance through regular scheduled sessions. Students occasionally encounter situations in their lives that affect the learning environment; in some cases, there will be referrals to community resources for short-term help. Professional counselors, on occasion, provide confidential services at a free or reduced rate, to help individuals develop self-knowledge, problem-solving skills, coping strategies, and construct a plan for the future.

### **Attendance Policy**

Students are required to attend all classes and labs. Students are not entitled to a certain number of absences; information presented in the classroom is critical in the learning process. Students who attend class regularly and punctually do themselves a service and show instructors and other class members a courtesy.

A student who misses one class will be counseled by his instructor. A second absence will result in a mandatory counseling session with a school administrator. Any absence past a third may result in probation. A student who misses two consecutive weeks of class will be dropped from the class. Failure to attend all class and work assignments for two weeks will result in being dismissed from school. All disciplinary action resulting from attendance violations may be appealed to the Victory Trade School Director.

### **Grading System**

Official grades are issued for each student at the completion of each module. Students enrolled will be graded by the letter grade system indicated below:

- A 90-100 The student has, in an exemplary way, met the objective established for the course.
- B 80 - 89 The student has, in a superior way, met the objective
- C 75 - 79 The student has adequately met the objectives

- D 66 - 74 The student has not met the objectives established for the course and must repeat.  
F 0 - 64 The student failed to meet the objectives established for the course and must get remedial help, then repeat.

I The student has a documented reason, and the instructor concludes that all incomplete work can be made up within ten calendar days after the end of a term. An incomplete grade will automatically revert to the grade earned for completed work based on the above scale on the eleventh day.

W The student may withdrawal from one or all of their classes up to the end of the sixth week (Hospitality) or eighth week (PREP). Withdrawals beyond this deadline will result in grades calculated on the above percentages.

A grade of W will be entered on their transcript and will be calculated in their rate of progress but not their GPA.

The student's cumulative average will be determined by weighting each course grade by the number of credits earned. The following is an example of the calculation of an average:

### **Satisfactory Progress**

All courses that are certified through the National Restaurant Association Educational Foundation require the student to make a 75% or above on the national certification final exams. Students must maintain a 75% average in all classes to remain at VTS.

A student will be placed on academic probation if any grade reflects a score below 75%.

Students who are placed on academic probation are considered to be meeting satisfactory academic requirements and remain eligible for scholarships. Students on academic probation must achieve satisfactory progress by the end of the module (Hospitality) or quarter (PREP) or they will remain on academic probation throughout the following module/quarter. Students who successfully complete the necessary module/quarter will be allowed to re-take the failed module/quarter the next time it is offered at a cost of \$50 per class.

Students who do not receive a passing grade of 75% two module/quarters consecutively will be dismissed. Students who are dismissed may appeal their dismissal for extraordinary circumstances (such as a serious illness) to the Director of the Victory Trade School.

### **Re-Evaluation of Grades (Grade Appeal)**

If a student receives a course grade while attending VTS which the student feels is inaccurate, the student has one week in which to appeal the grade. Before filing an appeal, the student must first discuss the situation with the course instructor.

Step 1. Student must appeal, in writing, within seven days of receiving the grade. The instructor has ten working days to respond in writing. If the issue is not resolved at this step, move to the next step.

Step 2. Student must appeal, in writing, within ten working days of the date of the instructor's response, to the Director of Victory Trade School. The Director has ten working days to make a decision and respond in writing. The decision of the Director is final.

## Repeating Courses

Courses with earned grades of less than 75% must be repeated. There is a \$50 fee assessed to students for each class they repeat.

## Standards of Honesty

VTS is founded on the concepts of honesty and integrity. Dishonesty, cheating, stealing, plagiarism, or knowingly furnishing false information to the school is regarded as particularly serious offenses. Flagrant cases may be cause for dismissal from VTS. All students are expected to live by the standards of honesty established by VTS.

## Transcripts

Students may obtain an official or unofficial student transcript from the registrar. Official transcripts should be requested as far in advance as possible. The school will make official transcripts available within two business days of receiving the signed request. There is no charge for transcripts.

## Programs of Study

### Hospitality

While the hospitality program is intended to be a year long plan of study, each student will be awarded their appropriate certificate(s) at the conclusion of each module. Students who successfully complete all six modules will also receive a certificate for the entire program. Completion of the entire program is needed to take advantage of some transfer programs.

<b>MODULE 1</b>		<b>HOURS</b>
Customer Service and Presenting		32 (40 practical hours)
ServSafe		32 (40 practical hours)
Purpose Driven Life		16
Team Building		4
Choices		4
Bible Classes		16
Laboratory Hours		*360
	<b>TOTAL CLASS HOURS</b>	<b>104</b>
	<b>TOTAL LAB HOURS</b>	<b>280</b>
	<b>TOTAL PRACTICAL HOURS</b>	<b>80</b>

<b>MODULE 2</b>		<b>HOURS</b>
Food Production and Professional Cooking		48
Seven Habits of Highly Effective People		16
Personal Finance		4
Communication		4
Bible Classes		16
Laboratory Hours		280
	<b>TOTAL CLASS HOURS</b>	<b>88</b>
	<b>TOTAL LAB HOURS</b>	<b>280</b>

<b>MODULE 3</b>		<b>HOURS</b>
Hospitality Marketing		48
Within My Reach		16
Study Skills		4

Bible Classes	16
Laboratory Hours	280
<b>TOTAL CLASS HOURS</b>	<b>84</b>
<b>TOTAL LAB HOURS</b>	<b>280</b>

<b>MODULE 4</b>		<b>HOURS</b>
Intro to Hospitality and Restaurant Management		48
Failing Forward		16
Bible Classes		16
Laboratory Hours		280
<b>TOTAL CLASS HOURS</b>		<b>80</b>
<b>TOTAL LAB HOURS</b>		<b>280</b>

<b>MODULE 5</b>		<b>HOURS</b>
Cost Control		48
Every Man's Battle		16
Bible Classes		16
Laboratory Hours		280
<b>TOTAL CLASS HOURS</b>		<b>80</b>
<b>TOTAL LAB HOURS</b>		<b>280</b>

<b>MODULE 6</b>		<b>HOURS</b>
Human Resource Management and Supervision		48
Peacemaker		16
Bible Classes		16
Elective Computer Class		
Job Seekers		0
Laboratory Hours		280
<b>TOTAL CLASS HOURS</b>		<b>80</b>
<b>TOTAL LAB HOURS</b>		<b>280</b>

<b>TOTAL CLASS HOURS</b>	<b>TOTAL PRACTICAL HOURS</b>	<b>TOTAL LABORATORY HOURS</b>
516	80	1,680

## PREP

While the PREP program is intended to be a year long plan of study, each student will be awarded a certificate at the conclusion of each quarter. Students who successfully complete all six modules will also receive a certificate for the entire program.

<b>QUARTER 1</b>		<b>HOURS</b>
Charles Stanley		36
Master Life		16
Psalm 119		18
Spiritual Recovery		18
Celebrate Recovery		18
Health & Wellness		18
Ten Commandments		18
Men of the Bible		18
Understanding Scripture		18
Conflict Resolution		8
Laboratory		260
<b>TOTAL CLASS HOURS</b>		<b>186</b>
<b>TOTAL LAB HOURS</b>		<b>260</b>

<b>QUARTER 2</b>		<b>HOURS</b>
Charley Stanley		36
Master Life		16
Freedom in Christ		18
Spiritual Recovery		18

Celebrate Recovery	18
Health & Wellness	18
Pain of the Past	18
Understanding Scripture	18
Communication	8
Laboratory Hours	260
<b>TOTAL CLASS HOURS</b>	<b>168</b>
<b>TOTAL LAB HOURS</b>	<b>260</b>

<b>QUARTER 3</b>		<b>HOURS</b>
Charles Stanley		36
Master Life		16
Unknown		18
Spiritual Recovery		18
Celebrate Recovery		18
Health & Wellness		18
Undercover		18
Carnal Christian		18
Understanding Scripture		18
Team Building		8
Laboratory Hours		260
<b>TOTAL CLASS HOURS</b>		<b>186</b>
<b>TOTAL LAB HOURS</b>		<b>260</b>

<b>QUARTER 4</b>		<b>HOURS</b>
Charles Stanley		36
Master Life		16
Romans		18
Spiritual Recovery		18
Celebrate Recovery		18
Health & Wellness		18
Within My Reach		18
Understanding Scripture		18
Man After God's Heart		18
Team Building		8
Laboratory Hours		260
<b>TOTAL CLASS HOURS</b>		<b>186</b>
<b>TOTAL LAB HOURS</b>		<b>260</b>

<b>TOTAL CLASS HOURS</b>
726

<b>TOTAL LABORATORY HOURS</b>
1,040

## Course Descriptions

### Hospitality Courses

#### ServSafe Food Safety

**Course Number:** HRM 205

**Credits:** 3

**Prerequisite:** None

**Course Description:** This course is designed to instruct students in food safety and sanitation. This course emphasizes:

- food quality protection
- principles of HAACP
- maximum/minimum time and temperatures

- sanitation of equipment and facilities
- flow of food through the operation
- safety measures in hospitality surroundings
- pest control

The course concludes with students taking the ServSafe Certification Examination certified by the National Restaurant Association Educational Foundation.

### **Customer Service/Presenting Service**

**Course Number: HRM 215**

**Credits: 4**

**Prerequisite: None**

**Course Description:** This ‘front-of-the-house’ course stresses the importance of exceeding people’s needs and professionalism as well as the manager’s role in service. The emphasis is on:

- Systems and management approach
- Impact
- Identification of expectations
- Consistency/satisfaction
- Ensuring profit
- Historical overview of service
- The professional server
- ‘Mise en Place’

The course concludes with students taking the Customer Service ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation.

### **Food Production/Professional Cooking**

**Course Number: HRM 235**

**Credits: 3**

**Prerequisite: None**

**Course Description:** This course is designed to instruct students in proper techniques of the production of food. Emphasis is placed on:

- Quality/quantity
- Procedures: Receiving/storage
- Production/repurposing of food
- Kitchen terminology/recipes
- Preparing and cooking techniques
- Principles on fish, poultry, meats, grains, legumes, fresh herbs, and greens
- Guidelines on low-fat, healthful cooking, including nutritional analyses
- Details on preparing hors d’oeuvres

The course concludes with students taking the Food Production ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation

### **Hospitality/Restaurant Marketing**

**Course Number: HRM 225**

**Credits: 3**

**Prerequisite: None**

**Course Description:** The importance of marketing to the foodservice industry is covered in this course. Students will work as a team to develop a marketing plan and will explore the following topics:

- The 4 P's of marketing
- Life cycle
- Conducting SWOT analysis
- Strategies and tactics
- Setting prices
- Planning and implementing promotion mix
- Evaluation of ROI
- Market segmentation
- Positioning

The course concludes with students taking the Restaurant Marketing ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation.

### **Introduction to Hospitality/Restaurant Management**

**Course Number: HRM 240**

**Credits: 3**

**Prerequisite: None**

**Course Description:** This course is designed to instruct students in all phases of the hospitality industry. Emphasis will be placed on:

- Management/delegation
- Qualities of a leader/professional development
- Setting organizational goals
- Conflict resolution/problem solving
- Teamwork/motivation/communication
- Defining hospitality as a single, interrelated industry
- Restaurant business and operations including current issues

The course concludes with students taking the Hospitality and Restaurant ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation.

### **Controlling Foodservice Costs**

**Course Number: HRM 250**

**Credits: 3**

**Prerequisite: None**

**Course Description:** This course gives the student insight into the manager's role in cost control. Great emphasis is placed on the importance of knowing how to manage the cost of food, beverage, and labor as they use Excel spreadsheets to enhance the control systems. Areas of study include:

- Calculating portion control/product usage
- Purchasing/receiving
- Inventory control
- Labor costs
- Managing revenue and expenses/planning for profit
- Sales forecasting and pricing/income statement analysis

The course concludes with students taking the Controlling Foodservice Costs ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation.

## **Human Resources Management and Supervision**

**Course Number: HRM 270**

**Credits: 3**

**Prerequisite: None**

**Course Description:** The greatest challenge to any company in the hospitality industry, or any industry, is finding and keeping good employees. The key to this is supervision-the first line manager who must interface with hourly employees on a continual basis. The objective of this class is to provide participants with a basic understanding of the supervisor's role and responsibilities along with the skills, attitudes, and abilities needed to manage people successfully. Areas that will be covered are:

- Job descriptions
- Recruiting/screening potential employees
- Supervising/motivating
- Training/developing/orientation
- Law/benefits/diversity
- Controlling labor costs
- Planning, organizing, leading, and controlling
- Decision-making, problem solving, and delegating

The course concludes with students taking the Human Resource and Supervision ManageFirst Certification Examination certified by the National Restaurant Association Educational Foundation.

## **Choices**

**Course Number: LFS 203**

**Credits: .25**

**Prerequisites: None**

**Course Description:** This course is designed to assist students with personal management. Lessons presented are designed so that students are made aware of the choice/consequence relationship so they can develop a process for improved decision making. Specific areas addressed are self-awareness, ethics and personal purpose statements.

## **Personal Finance**

**Course Number: LFS 204**

**Credits: .25**

**Prerequisites: None**

**Course Description:** Money management skills are covered in this course. Methods for putting past financial decisions behind them, understanding and moderating their spending habits, and the role of debt and personal budgeting are addressed. Knowledge of personal and small business banking relationships are covered as well.

## **Team Building**

**Course Number: LFS 201**

**Credits: .25**

**Prerequisites: None**

**Course Description:** The main text used is Successful Team Building by Thomas L. Quick. This course is designed to teach students about the traits and skills that make up a successful team and how they can contribute to the overall success as individual members. Areas that are covered are conflict resolution, leadership issues, goal achievement and communication as a team.

**Communication Skills****Course Number: LFS 202****Credits: .25****Prerequisites: None**

**Course Description:** Lessons in this course should provide students with interpersonal communication skills necessary to make productive decisions. Information includes basic communications and effective listening. They will learn what conditions require them to speak up and mentally prepare themselves to speak appropriately in special situations. Discussions will also include verbal and non-verbal cues in communication.

**Study Skills****Course Number: LFS 205****Credits: .5****Prerequisites: None**

**Course Description:** Practicing College Learning Strategies by Carolyn H. Hopper equips students with strategies needed to be successful. Understanding his learning style and how to capitalize on strengths and adjust for weaknesses is important to the way a student confronts his studies. Creating smart shortcuts, memory principles, the system for note taking and time-management skills are addressed in this course.

**Healthy Relationship-Within My Reach****Course Number: ITP 215****Credits: 1****Prerequisite: None**

**Course Description:** Within My Reach, taught through the Forest Institute, is a healthy relationships class that teaches people how to communicate in non-threatening ways, how to be less defensive/less aggressive, and how to have healthy conflict.

**Peacemaker****Course Number: ITP 203****Credits: 1****Prerequisite: None**

**Course Description:** Peacemaker, by Ken Sande is the textbook used to teach students how to become a peacemaker rather than a peace-breaker or peace-faker. Using material developed for biblical conflict resolution, students will analyze how God's people should use his Word to resolve family, personal and work disputes.

**The Purpose Driven Life****Course Number: ITP 200****Credits: 1****Prerequisite: None**

**Course Description:** The Purpose Driven Life by Rick Warren is the text for this course, which explores the concept that God creates us each for a purpose; it is not about us! The author expounds on the five purposes of our life here on earth: worship, fellowship, Christ-like growth, ministry and mission. An understanding is developed of our reason to exist and how to maximize the contentment in our lives. Emphasis is placed on how this book and material relates to the individual.

### **Failing Forward**

**Course Number: ITP 201**

**Credits: 1**

**Prerequisite: None**

**Course Description:** Failing Forward by John C. Maxwell, who has learned to make failure his friend and gives 15 principles to teach students to do the same. Most people fear, misunderstand and run from failure but he shows students how they can learn to turn their mistakes into stepping stones for success. He believes the difference between average people and achieving people is their perception of and response to failure. Failing Forward is a course on overcoming failure as students learn to:

- Master fear instead of being mastered by it
- Break out of the ruts that keep people failing
- Learn a simple strategy for success after experiencing a major setback

Learn how to confidently look the prospect of failure in the eye and move forward anyway. In life, the question is not if you will have problems, but how you are going to deal with them. Stop failing backward and start failing forward!

### **Every Man's Battle**

**Course Number: ITP 202**

**Credits: 1**

**Prerequisite: None**

**Course Description:** Every Man's Battle by Stephen Arterburn and Fred Stoeker is every man's guide to winning the war on sexual temptation. This book presents a practical, detailed plan for any man who desires sexual purity and shares dozens of stories of men who have escaped immorality. It helps men overcome the struggle and to remain strong in the face of temptation.

### **The 7 Habits of Highly Effective People**

**Course Number: ITP 212**

**Credits: 1**

**Prerequisite: None**

**Course Description:** The 7 Habits of Highly Effective People by Stephen R. Covey is the text chosen to provide students with successful skills to shift their way of thinking. Based on principle-centered teachings, this module provides guidelines for using ethical behavior principles in their personal lives and careers.

### **Bible Study**

**Course Number: BIB 210**

**Credits: 0.5** (This class may be repeated up to six times for credit)

**Prerequisite: None**

**Course Description:** This non-denominational module includes a weekly class in exploration of the Bible while students perform context studies, comparisons, and contrasts. They will discover how to personally interact with Scripture—and let God's truth transform their lives. Topics will change each quarter as determined by the instructor.

### **Internships**

#### **Front of House Internship I**

**Course Number: INT 201**

**Credits: 3**

**Prerequisite: None**

**Course Description:** During this internship the student will assist in the following areas as assigned: waiting and bussing. Interns will be evaluated on their professional performance, ability to follow instructions, customer service, and contribution to the team environment. Work will be performed in the Cook's Kettle Restaurant under the supervision of the front of the house instructor.

### **Front of House Internship II**

**Course Number: INT 202**

**Credits: 3**

**Course Description:** During this internship, the student will assist in the following areas as assigned: buffet service and salad bar. Interns will be evaluated on their professional performance, ability to follow instructions, customer service, and contribution to the team environment. Work will be performed in the Cook's Kettle Restaurant under the supervision of the front of the house instructor.

### **Steward**

**Course Number: INT 203**

**Credits: 3**

**Prerequisite: None**

**Course Description:** The steward will oversee the inventory of dishes and utensils. This will involve insuring the proper sanitation and storage of this inventory and supervision of the dishwashing staff. Work will be performed in the Cook's Kettle Restaurant under the supervision of the Executive Chef.

### **Utility**

**Course Number: INT 204**

**Credits: 3**

**Prerequisite: None**

**Course Description:** This internship will give the student the opportunity to experience the fast paced, highly flexible nature of the restaurant business. This position will fill in various positions as needed. The student will learn to adapt and work as part of a team to meet the overall objectives of the restaurant operation. The work will be performed in the Cook's Kettle Restaurant under the direction of the Front of House Instructor.

### **Culinary I-Grill Cook**

**Course Number: INT 205**

**Credits: 3**

**Prerequisite: None**

**Course Description:** Interns will utilize previous learning to further develop competencies in hot food preparation. Duties will include running the grill, recipe preparation, menu development and other tasks as assigned. Evaluation will be based on quality and presentation of food items, participation with the kitchen team, ability to follow directions and creativity. Interns will work in the Cook's Kettle Restaurant under the direction of the executive chef.

### **Culinary II-Garde Manger**

**Course Number: INT 206**

**Credits: 3**

**Prerequisite: None**

**Course Description:** Interns will utilize previous learning to further develop competencies in cold food preparation. Duties will include preparing the salad bar, display of all cold item and other tasks as assigned. Evaluation will be based on quality and presentation of food items, participation with the kitchen team, ability to follow directions and creativity. Interns will work in the Cook's Kettle Restaurant under the direction of the executive chef.

**Culinary III-Buffer Cooking****Course Number: INT 207****Credits: 3****Prerequisite: None**

**Course Description:** Working under the direction of the Executive Chef, the intern will plan and prepare the daily lunch buffet. This internship will give the student an opportunity not only to prepare food for buffet service but also to project quantities needed and create a pleasing buffet presentation.

**Culinary IV-Banquet Cooking****Course Number: INT 208****Credits: 3****Prerequisite: None**

**Course Description:** Working under the direction of the Executive Chef, the intern will plan and prepare daily for a large community meal. This internship will give the student an opportunity not only to prepare food in large quantities but also to plan for amounts needed and create a pleasing presentation for the group. The intern will learn these skills by preparing the evening meal served after the community chapel service.

**Hotel Operations I****Course Number : INT 209****Front Desk****Credits: 3 (This class may be taken twice for credit)****Prerequisite: None**

**Course Description:** Intern will work under the supervision of the Victory Square Manager at the Victory Lodge. The student will assist customers upon arrival with check-in. Creating a quality experience for these paying guests will be a priority. The intern will also help to oversee other activities such as facilities, food service (AM shift), monitoring activities (PM shift), answering phones, computer recordkeeping and maintaining a secure environment.

**Hotel Operations II****Course Number: INT 210****Night Audit****Credits: 3****Prerequisite: Permission of the Victory Square Manager and School Director**

**Course Description:** Intern will work under the supervision of the Victory Square Manager at the Victory Lodge. The student will assist any late arriving customers with check-in. The intern will assist with the evening reconciliation of the days activities and produce appropriate reports for management. The intern will utilize the computer system and cross check information with manual records as needed.

**Hotel Operations III****Course Number: INT 211****Housekeeping**

**Course Description:** Intern will work under the supervision of the Victory Square Manager at the Victory Lodge. The intern will oversee the daily maintenance of customer rooms, maintain the inventory of supplies, provide vacancy information to the front desk, maintain public areas and manage the laundry function of the property.

**Sous-Chef-In –Training****Course Number: INT 212****Credits: 3**

**Prerequisite:** Completion of four modules and permission of the Front of House Instructor, Executive Chef and School Director

**Course Description:** Students learn the proper techniques of food preparation and supervision in the kitchen as they “think and act as a Sous Chef” while reporting to the Executive Chef. Timing, quality, problem solving, and consistency are stressed as staff works with the student to mentor proper techniques.

#### **Patisseries**

**Course Number:** INT 213

**Credits:** 3

**Prerequisite:** Completion of four modules and permission of the Front of House Instructor, Executive Chef and School Director

**Course Description:** Under the direction of the Executive Chef, interns will learn the art of baking. This internship will give students the opportunity to learn not only the creation but proper presentation of desert items.

#### **Catering**

**Course Number:** INT 214

**Credits:** 3

**Prerequisite:** Completion of four modules and permission of the Front of House Instructor, Executive Chef and School Director

**Course Description:** Interns will utilize previous learning to further develop competencies in meeting customer needs by providing catering services. Duties will include preparation, delivery, set-up and service as well as other tasks as assigned. Evaluation will be based on quality and presentation of food items, participation with the kitchen team, ability to follow directions and creativity. Interns will work in the Cook’s Kettle Restaurant under the direction of the executive chef.

#### **Restaurant Accounting**

**Course Number:** INT 215

**Credits:** 3

**Prerequisite:** Completion of four modules and permission of the Front of House Instructor, Executive Chef and School Director

**Course Description:** During this internship, students will learn the financial side of the restaurant. Students will process cash and credit transactions at the register as well as balancing transactions at the conclusion of their shift. This work will be performed under the direction of the front of house instructor.

#### **Manager-in-Training Internship (Restaurant)**

**Course Number:** INT 216

**Credits:** 3

**Prerequisite:** Completion of four modules and permission of the Front of House Instructor, Executive Chef and School Director

**Course Description:** Students learn hands-on issues that come with supervision as they are required to “think and act as a manager” in problem solving, teambuilding, motivation, marketing, public relations and continuity. Staff works directly with the student to guide and mentor in proper technique.

#### **Manager-in-Training Internship (Hotel)**

**Course Number:** INT 217

**Credits:** 3

**Prerequisite:** INT 203 and permission of the Victory Square Manager and School Director

**Course Description:** Students learn hands-on issues that come with supervision as they are required to “think and act as a manager” in problem solving, teambuilding, motivation, marketing, public

**relations and continuity. Staff works directly with the student to guide and mentor in proper technique**

### **Electives**

#### **Smoking Cessation**

**Course Number: HW 101**

**Credit: 0**

**Prerequisite: None**

**Course Description:** The student will explore the social, health, and personal issues resulting from the use of tobacco and nicotine. Alternatives to smoking and methods of quitting smoking are presented.

#### **Computer Basics**

**Course Number: CSC 101**

**Credit: 0**

**Prerequisite: None**

**Course Description:** Fundamental computer concepts, including word processing, spreadsheets, accessing information and the responsible use of information and technology.

### **Prep Program Courses**

#### **Charles Stanley Institute: “Essentials of Your Faith”**

**Course Number: CSI 101**

**Credits: 2**

**Prerequisite: None**

**Course Description:** This course is designed to give students an in depth understanding of their faith as they seek to discover the many facets of God’s amazing love and how that love has brought forgiveness, redemption and reconciliation with Holy God. Students will:

1. Achieve an understanding of what it means to have faith in Jesus.
2. Examine how your life has been changed by your relationship with Christ.
3. Explore the essential question of who God is and how He operates as the Father, Son, and Holy Spirit.
4. Understand the fundamental issue of the Christian faith: Christ and the Cross

#### **Charles Stanley Institute: “Knowing What You Believe”**

**Course Number: CSI 201**

**Credits: 2**

**Prerequisites: CSI 101**

**Course Description:** In term one, you learned about the transformation that occurred when you gave your life to Jesus Christ. In term two, you will learn how to build an even deeper foundation on the word of God. Students will:

1. Understand who you are in Christ.
2. Examine how the Holy Spirit works in the life on a believer.
3. Understand what the ordinance of the church is and how that relates to you as a believer in Christ.
4. Evaluate your own understanding of eternal security.

**Charles Stanley Institute: “Life Principles”**

**Course number: CSI 301**

**Credits: 2**

**Prerequisite: CSI 201**

**Course Description:** This course is designed to give students an in depth understanding of their faith as they seek to discover the many facets of God’s amazing love and how the Holy Spirit empowers every believer. Students will

1. Understand God character at a new depth.
2. Evaluate the spiritual growth of your relationship with Christ.
3. Examine how your life has been changed by your relationship with Christ.
4. Understand and be able to provide clear spiritual support for the validity of Gods word.
5. Understand the true definition of the word “testimony”.

**Charles Stanley Institute: “Our Spiritual Growth”**

**Course number: CSI 401**

**Credits: 2**

**Prerequisite: CSI 301**

**Course Description:** The final term of this series of CSI courses focuses on the tools to sustain continued spiritual growth, discerning and following God’s will and purpose, and how God equips us to fight daily spiritual battles. Students will:

1. Understand the importance God places upon our spiritual growth.
2. Understand the great importance of service in our Christian lives.
3. Recognize the truth of our daily spiritual warfare.
4. Recognize the enemy in this battle.
5. Understand the cause and beginning of our spiritual warfare.
6. Understand how we can fully rely on God during times of temptation.

**Master Life**

Master Life is a developmental, small-group discipleship process that will help you develop a lifelong, obedient relationship with Christ. This course will enable you to acknowledge Christ as your Master and to master life in Him. These four books are for you to become like Christ. To do that, you must follow Jesus, learn to do the things He instructed His followers to do, and help others become His followers.

**Master Life 1: “The Disciple’s Cross”**

**Course Number: MLF 112**

**Credits: 1**

**Prerequisite: None**

**Course Description:** In this course students will explore their relationship with Jesus Christ. They will learn how to draw the Disciple’s Cross. Thru the readings and discussion it is hoped that students will realize that Christ wants to be at the center of their life so that everything they do is an outgrowth of their relationship with Him.

**Master Life 2: “The Disciple’s Personality”**

**Course Number: MLF 113**

**Credits: 1**

**Prerequisite: None**

**Course Description:** This course will focus on Christ transforming the character of each student into Christ-likeness through the work of the Holy Spirit. Students will also learn how to live a life of victory by building a Christ-like character.

**Master Life 3: “The Disciple’s Victory”**

**Course Number: MLF 114:**

**Credits: 1**

**Prerequisite: None**

**Course Description:** This course will focus on victory against spiritual warfare. Students will learn how to advance against the enemy with the defensive weapons of the Spiritual Armor. This course will help students begin to demolish their personal spiritual strongholds to “take captive every thought to make it obedient to Christ” and learn to believe God for all He wants to do through them.

**Master Life 4: “The Disciple’s Mission”**

**Course Number: MLF 115:**

**Credits: 1**

**Prerequisite: None**

**Course Description:** Students will learn how to be Master Builders, an illustration of lifelong spiritual growth. There will be an opportunity to discover spiritual gifts and determine a ministry to which God is leading. This course will equip students with many skills needed to make disciples and to minister to others.

**Bible 1 “Decisions”**

**Course Number: BIB 110**

**Credits: 1**

**Prerequisite: None**

**Special Note: This class must be taken each quarter of enrolment and credit will be granted up to four times.**

**Course Description:**

This course will give the student an in depth understanding on how intimacy with the Lord will reveal His voice, purpose, calling, and plan for the individual life which always finds its completion in a corporate expression. Specific texts to be analyzed will vary from quarter to quarter and will be selected by the instructor.

**Bible 2: “ Sharing Our Faith”**

**Course number: BIB 120:**

**Credits: 1**

**Prerequisite: None**

**Special Note: This class must be taken each quarter of enrolment and credit will be granted up to four times.**

**Course Description:** This course is designed for students to experience scriptures and surrender to Jesus in action of understanding, relating and supporting others in their daily faith walk. Specific texts to be analyzed will vary from quarter to quarter and will be selected by the instructor. The Serendipity Bible will be used with generated questions centered around different weekly scriptural readings.

**Bible 3: The Carnal Christian Purpose****Course number: BIB 130****Credits: 1****Prerequisite: None****Special Note: This class must be taken each quarter of enrolment and credit will be granted up to four times.****Course Description:** In this course, students will explore the crisis of carnality in Christianity. Students will learn the differences between a carnal Christian and those who fully follow Christ. Specific texts to be analyzed will vary from quarter to quarter and will be selected by the instructor.**Bible 4: Textual Analysis****Course number: BIB 140****Credits: 1****Prerequisite: None****Special Note: This class must be taken each quarter of enrolment and credit will be granted up to four times.****Course Description:** This course gives students the necessary tools enabling them to fully understand and analyze the content of any written text. Students will learn different types of literature and know how to interpret each specifically and understand the implications of a given text to one's own experience and be able to put such instruction into action. Specific texts to be analyzed will vary from quarter to quarter and will be selected by the instructor.**Within My Reach****Course number: ITP 215****Credits: 1****Prerequisite: None****Course Description:** This is a relationship skills and decision making course for helping individuals achieve their goals in relationships, family, and marriage. Topics such as dangers in relationships, communication skills, breaking up, and smart love will be addressed. Listening techniques, role playing and analysis of various forms of communication will be studied.**Celebrate Recovery****Course number: REC 101****Credits: 1****Prerequisites: None****Course Description:** The Celebrate Recovery course follows the Celebrate Recovery program's guidelines and steps to allow students to become free from life's hurts, hang – ups, and habits. This course, based on the Christian 12 step program of the same name, enables students to work through the eight principles of recovery based on the Beatitudes. These principles are conviction, conversion, surrender, confession, restitution, prayer, quiet time, witnessing, and helping one another. All Celebrate Recovery principles of anonymity, confidentiality, and Celebrate Recovery's small group guidelines are used.**Way of the Master****Course number: WOM 101****Credits: 1****Prerequisites: None****Course Description:** This course discusses the importance of using the 10 Commandments as a witnessing tool and demonstrates the use of gospel tracts and other ice breakers in witnessing to others and their need to repent and turn their lives over to Christ. Students will learn how to use tract material

and other ice breaker materials when effectively witnessing to other people about God and the 10 Commandments to show people their need to repent and turn their lives over to Christ.

### **Hope Project**

**Course number: HOP 101**

**Credits: 1**

**Course Description:** This DVD - format course is a quick – moving exploration of the Bible focusing on key scriptures and biblical events tracing God’s plan for mankind’s Salvation and, thus, mankind’s ultimate hope in eternity. Accompanying handouts focus on discussion questions, check students’ understanding and promote further exploration of each lesson’s focus. Lessons will focus on the relationship between scriptures and events presented in each video.

### **Truth Project**

**Course number: TRU 101**

**Credits: 1**

**Prerequisites: None**

**Course Description:** The Truth Project is an in–depth exploration of the gospel message and the truth of Jesus’ crucifixion and resurrection. Students will learn how the truth of his message has stood up and still stands up against cultural, historical, and societal trends.

### **Health and Wellness**

**Course number: HLT 150**

**Credits: 0.5**

**Prerequisites: None**

**Special Note: This class must be taken each quarter of enrollment and credit can be received up to four times for this course.**

**Course Description:** Students will explore health related issues, which affect them mentally, physically and spiritually. Diabetes, hypertension, and exercise programs are explored with a spiritual foundation to assist students in creating and maintaining a healthy lifestyle. Students will participate in team sports as well as individuals exercises to develop the mind and body.

### **Undercover**

**Course number: UDC 110**

**Credits: 1**

**Prerequisites: None**

**Course Description:**

Students explore the idea that there is a secret place under the shadow of the Almighty and a way to relate properly to divine authority according to John Bevere. Students learn about different forms of authority and what influences the decisions people make and possible consequences of those decisions.

### **Teambuilding**

**Course number: LFS 201**

**Credits: 0.5**

**Prerequisites: None**

**Course Description:** This course teaches students the traits and skills that make up a successful team and how they can contribute to the overall success as individual members. Topics include: conflict resolution, leadership issues, goal achievement and communication as a team. The team concept will be explored in both the formal and informal frameworks.

**Communication Skills****Course number: LFS 202:****Credits: 0.5****Prerequisites: None**

**Course Description:** This course provides students with interpersonal communication skills necessary to make productive decisions. This course has information that includes basic communications and effective listening skills.

**Choices****Course number: LFS 203****Credits: 0.5****Prerequisites: None**

**Course Description:** This course is designed to assist students with personal management. The lessons in this course, make students aware of the choice/consequence relationship so they can develop a process for improved decision making.

**Conflict Resolution****Course number: LFS 205****Credits: 0.5****Prerequisites: None****Course Description:**

This course is designed to help individuals learn how to deal with others that have a different idea of how a situation should be handled. Students will learn to respect the opinions of others, talk out differences and to analyze particular situations.

**Psalms 119****Course number: PLM 110****Credits: 1****Prerequisite: None**

**Course Description:** Students will study the 119<sup>th</sup> Psalm and learn life applications.

**PREP Internships****Administrative Internship I****Course number: INT 231****Credits: 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** The intern will work in the Office of VTS Registrar performing various administrative tasks. Student will learn proper office procedures by assisting students with inquires, file maintenance, report and document preparation, and other office support duties. The intern will utilize the computer system to perform these duties.

**Administrative Internship II (Victory Square)****Course number: INT 232****Credits: 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** The intern will work with the Twelve-Twelve program coordinator providing administrative support. Responsibilities include maintaining program records, compile schedule of program events, communicate with intern and external constituencies, prepare correspondence and other administrative tasks as assigned. The intern will develop their interpersonal and organizational skills in addition to improving their computer literacy.

**Retail Internship****Course number: INT 233****Credits 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** This internship involves working in the Victory Vintage Thrift Store in a clerical capacity. Areas studied will include inventory, display, customer service, pricing and maintenance. Working as part of a retail team is an important component of this course.

**Social Services Internship****Course number: INT 234****Credits 4****Prerequisite: Permission of the Program Coordinator.**

**Course Description:** This internship will involve working in the Springfield Victory Mission Food Pantry. Duties will include maintenance of inventory, assisting clients with food needs, store and maintain food items as required by health regulations fill orders and provide quality compassionate customer service. Students will gain an understanding of social service programs.

**Facilities Internship I****Course number: INT 235****Credits 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** In this internship, the student will assist the Director of Support Services. The intern will assist with various minor repairs in the various Victory Mission facilities and will learn the use of various tools and facilities mechanical components. Great interaction will take place with internal customers. Teamwork, time management, communication and organizational skills will be developed.

**Facilities Internship II****Course number: INT 236****Credits 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** In this internship, the student will assist the Director of Support Services. The intern will learn proper use of various solvents and chemicals used to maintain the Victory Mission facilities. Schedules will be developed for routine cleaning as well as special projects. The student will gain the skills necessary to provide janitorial maintenance for a large, multi-building organization.

**Facilities Internship III****Course Number INT 237****Credits 4****Prerequisite: Permission of the PREP Program Coordinator**

**Course Description:** In this internship, the student will assist the Victory Square Front Desk Instructor. The intern will assist with various minor repairs in the various Victory Mission facilities and will learn the use of various tools and facilities mechanical components. Great interaction will take place with internal customers. Teamwork, time management, communication and organizational skills will be developed.

**Ministry Internship (Chaplain's Assistant)****Course number: INT 238****Credits 4****Prerequisite: Permission of the PREP Program Coordinator and Chaplain**

**Course Description:** Working under the direction of the School Chaplain, the intern will have considerable involvement in the coordination of the evening chapel service. The intern will contact

chapel speakers daily, ensure that necessary equipment is available for each service, maintain the database of volunteers, and assist the Chaplain with any other office functions as needed.

**Warehouse Internship**

**Course number: INT 239**

**Credits 4**

**Prerequisite: Permission of the PREP Program Coordinator.**

**Course Description:** The intern will learn warehouse operations at the Springfield Victory Mission Warehouse. The intern will process deliveries, sort donations, process outgoing items and other duties as assigned. Working as part of a team will be important in this position. The intern may also supervise others and learn to operate a forklift.

**Transportation Internship**

**Course number: INT 240**

**Credits 4**

**Prerequisite: Appropriate drivers license permission of the Prep Program Coordinator**

**Course Description:** The student will learn proper maintenance of vehicles, route scheduling, and good customer service skills with internal and external customers. These skills can be used in a transportation company or the delivery operations of an establishment. Work will be performed driving vehicles for the Springfield Victory Mission Warehouse.

## **Staff and Faculty - Victory Trade School**

### **Tom Augustine**

Instructor

### **Diana Pulse**

Registrar

### **Virginia Datema**

Instructor- Forest Institute of Professional Psychology  
B.S.- Missouri State University

### **Jeff Dorn**

Instructor

### **Dave Embree**

Instructor

M.A.-Southwest Missouri State University  
B.A.-Southwest Missouri State University

### **Kelsey Garman**

Instructor

### **Kami Gollhofer**

Assistant Director

Program Manager

B.S.- Southwest Baptist University

### **Michael Griffith**

Student Development Coordinator

M.A.-Gordon-Conwell Theological Seminary

B.A.-Evangel University

### **Dr. William Hawkins**

Instructor

M.D.-University of Southern California

B.S.-University of South Dakota

### **Jean Hawkins**

Instructor

### **Delveta Hayden**

Instructor

### **Jim Hernando**

Instructor

Ph.D.-Drew University

### **Bruce Hines**

Administrative Assistant

**Ray Hull**  
Bible Instructor

**Chadwick Isom**  
Executive Chef- Cook's Kettle Restaurant  
A.A. Ozarks Technical Community College  
C.E.C. American Culinary Federation

**Cory Jefferson**  
Instructor/ Front of House Manager  
A.A. Ozarks Technical Community College

**Phil Klingensmith**  
Instructor  
M.S.-Central Missouri State University  
B.S. Southwest Missouri State University

**Lavern Knierin**  
Instructor  
M.S. Central Missouri State University  
B.A. Southern Nazarene University

**Mike Lynch**  
Instructor  
Certificate-Broome Community College

**Roger Patterson**  
Instructor  
B.S.- University of Illinois

**Alan Queen**  
Coordinator of PREP Program

**Victoria Queen**  
Director  
MBA.- Arkansas State University  
B.S.- Lyon College

**Lynn Renmark**  
Operations Manager  
Manager-Victory Square

**Brian M. Romano, CEC**  
B.A. – New England Culinary Institute  
C.E.C. Academy of Culinary Arts

**Kim Streusend**  
Instructor

**Jeff Taylor**  
Instructor

**Shirley Tindall**

Instructor

**Dean Trivitt**

Instructor

M.A.- Oakland City College

B.A.- Oakland City College

**Tony Turner**

Student Life Coordinator

Instructor

M.A.- Reformed Theological Seminary

B.A.- Missouri State University

**Keith Wire**

Instructor

B.S.- University of Missouri

**Rich Yasinski**

Instructor