

MFP ON A RÉSUMÉ

- Indicates the candidate has mastered key skills
- Validates student's knowledge and key competencies
- Confirms student has real world experience
- Identifies student as qualified professional ready to begin or advance career in the hospitality, restaurant, and foodservice industry

TOPICS OF STUDY

- Hospitality and Restaurant Management
- Controlling Foodservice Costs
- Human Resources Management and Supervision
- Food Production
- ServSafe



Earn your MFP nationally distinguished certification endorsed by the National Restaurant Association and “hit the ground running” as a hospitality, restaurant, or foodservice manager.

For your convenience, the 320-hour class will meet Monday–Thursdays 8:30 am–12:30 pm, or if it fits your schedule better, you may enroll in the evening program which will meet from 5:30 pm–9:30 pm.

January 9 – June 6

Monday – Thursday
5:30pm – 9:30pm

March 13 – August 14

Monday – Thursday
8:30am – 12:30pm

ManageFirst Professional®
Credential Program
Registration Fee \$175.00

ServSafe
Registration Fee \$65.00

Register Now to Reserve Your Seat!
910.938.6294



Coastal Carolina Community College
Division of Continuing Education
444 Western Boulevard • Jacksonville, NC 28546
910.938.6294 • www.coastalcarolina.edu

Launch your new career in Restaurant Management!



Register now for the
**ManageFirst
Professional®**
Credential Program
at Coastal Carolina Community College.

*In five months you can earn the five competencies
to secure the national credential in the Hospitality
and Foodservice Industry*

The ManageFirst Program is an exciting management development program based on skills in the Hospitality, Restaurant, and Foodservice Industry. The program leads to a credential which designates successful candidates as qualified professionals prepared to begin or advance their careers in the hospitality, restaurant and foodservice industry as a ManageFirst Professional® (MFP®). The national credential recognizes students as having the academic and practical knowledge they need to succeed in the profession.



TOPICS AND ASSOCIATED COMPETENCIES

Hospitality and Restaurant Management

Management and Supervision Skills
Leadership Skills
Goal Setting
Communicating Effectively
Motivation and Employee Development
Win-Win Scheduling
Teambuilding Skills
Planning and Conducting Effective Meetings

Controlling Foodservice Costs

Cost Control and the Menu
Using Recipes to Determine Portion Cost
Purchasing and Receiving
Food Cost in Sales, Service, and Storage
Product Mixes
Labor Costs

Human Resources

Management and Supervision
Building a Welcoming Work Environment
Defining Job Descriptions
Finding and Recruiting New Employees
Hiring and Orienting New Employees
Supervising and Motivating Employees
Training Employees
Managing Shifts to Ensure Quality Operation
Managing Terminations
Ensuring a Lawful Workplace
Ensuring Employee Benefits and Compensation

Food Production

Establishing Standard Food Production Procedures
Product Quality
Quality in Food Production
Banquet and Buffet Food Production
Building a Quality System

SERVSAFE

This 15-hour course provides the principles of safety and sanitation for the foodservice industry as well as facilities and equipment management. It is one of the core topics required to complete the ManageFirst Professional® Credential.

The registration fee for ServSafe is \$65.00. Students will need to purchase the textbook, ServSafe Essentials, 5th edition, with answer sheet from the Coastal Carolina Community College bookstore (910) 938-6295 prior to the start of ServSafe class.

