

# Food and Customer Service Skills Training



Professional and  
Continuing Education

The Online Food and Customer Service Skills Training Program prepares students for careers in food services, restaurants and the hospitality industry. The program emphasizes customer service skills that can be applied in a wide variety of settings.

## Who Should Attend

Those already working in a food services environment wanting to apply for management positions, or those interested in starting a new career.

## Skill Sets

- NEHA (National Environmental Health Association) professional food management criteria
- HACCP (Hazard Analysis Critical Control Points) principles
- Providing an excellent customer experience
- Dealing with difficult customers
- Practicing food safety
- Building communication skills
- Working in teams
- Managing yourself and others
- How to be successful in the restaurant/hospitality world
- Food services workplace challenges and opportunities

## Requirements

Must have access to a computer, Internet (high-speed Internet access is recommended) and an active e-mail account.

## Training Time

120 hours, 6 months



## Certificate Completion

When you complete the program, you will earn a Food and Customer Service Skills Certificate that will also prepare you for the Prometric Certified Professional Food Manager (CPFM) exam.



## Delivery Format

- The entire program is offered online
- Start anytime during the quarter
- Complete it from the convenience of your home and on your schedule
- Progress at the pace that matches your learning style

**For more information, contact the PACE Program staff at (909) 537-5976, or email [pace@csusb.edu](mailto:pace@csusb.edu).**

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