

# Hospitality Training Program

Hotel Guest Room Attendant and  
Front Desk Representative

The Hospitality Training Program includes classroom-led learning on the basics of becoming a hotel guest room attendant and front desk attendant. Skills training gives students insight into exploring their personal qualities and what employers look for including positive work ethic, problem solving skills and proper hygiene.

Students will learn Guest Services Gold curriculum designed to offer extensive customer service training to motivate and inspire students to be exceptional when it comes to providing service that goes above and beyond what is expected in the hospitality industry. Goodwill Industries of Fort Worth, in partnership with Texas Workforce Solutions of Tarrant County, will provide trainees with paid work at the Omni Fort Worth Hotel, Sheraton Fort Worth Downtown Hotel and Courtyard Marriott Downtown for six weeks during classes and six weeks after graduation.

At the end of the course, students will take a skills assessment test with a hotel site supervisor, as well as a written test, to obtain certification through the American Hotel and Lodging Educational Institute (AHLEI). Obtaining this certificate prepares students for a career in the hospitality industry as a house person, guest room attendant, lobby attendant, front desk representative, spa attendant and turndown services team member.

## Fort Worth Training Hours:

Monday – Friday

8:30 a.m. – 12:00 p.m. & 12:30 p.m. – 4:00 p.m.

## On-Site Job Shadowing:

### Omni Fort Worth Hotel:

1300, Houston Street, Fort Worth, Texas 76102

### Sheraton Fort Worth Downtown Hotel:

1701 Commerce Street, Fort Worth, Texas 76102

## Duration of the Course:

7 weeks (approximately)

## Prerequisites/Screening:

High School Diploma, GED (high school equivalency certificate), or meet the Ability-to-Benefit requirements set forth in this course:  
Reading - 7th grade, Math - 7th grade,  
Spelling - 7th grade.



**For more information regarding this  
program, contact:**

**Phone:** 817-332-7866 x2195 and 2078

**Email:** [nti@goodwillfw.org](mailto:nti@goodwillfw.org)

*Please put Hospitality in the subject line*

### Fort Worth Campus

4005 Campus Drive, Fort Worth, TX 76119

### Arlington Campus

2101 Browning Drive, Arlington, TX 76010