



OHEP – Generalist Workbook

Participant Name: _____ ID: _____

Phone: _____ Email: _____



ARVC Foundation
9085 E. Mineral Circle, Suite 200 | Centennial CO 80112
303.681.0401 ext 118 | EduDirector@arvc.org
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Welcome to the Outdoor Hospitality Generalist Certificate program.

4 Reasons to complete your Generalist Certificate Requirements

1. Greater career opportunities and advancement
2. Recognition for your accomplishments and ability to meet national standards
3. Expansion of your skills and knowledge to enhance the quality of your business.
4. Discounts on arvc and ARVC Foundation educational events and resources including the National School of RV Park and Campground Management and the Outdoor Hospitality Conference and Expo

What is the purpose of this workbook?

This workbook provides a structure for your explanation of or reflection about what you've learned about each task or assignment.

What is contained in this workbook?

- ✓ Titles of the Key Competency Areas – Communication, Health and Safety, for example – even if the competency area is not one used in this certificate program.
- ✓ Numbers of all tasks for all competencies – if the text following the number is italicized and says *Completed as part of () Certificate*, these tasks are not part of the Management Certificate
- ✓ Tasks for the Management Certificate – numbered and located above blank text boxes. These are the ones you must complete.

How do I use this workbook?

1. Scan the workbook and read the tasks just above the empty text boxes.
2. Identify the tasks about which you have the required knowledge – or at least some knowledge.
3. Fill in what you already know about the task.
4. Identify the tasks that require some additional learning.
5. Research the tasks and fill in the text boxes.

HINT: Scan you're the contents of your workbook prior to going to a session at OHCE, your state conference, or some other relevant learning experience (ex. a college class or an online workshop).

Who can I contact for support as I complete work on this certificate?

You may want to request a trained Evaluator to become your mentor. The Evaluator can answer questions and provide guidance as well as review your work prior to your submitting it for final review. When you are ready for an Evaluator, please email EduDirector@arvc.org or call 303.681.0401 ext. 118. Evaluators are also available to work with you at the Outdoor Hospitality Conference and Expo.

What do I do when the Workbook is finished?

Once the Workbook is completed, complete the Ethical Commitment Statement (See last page of Workbook.) Complete last page and send your workbook and Ethical Commitment Statement to address on last page.

P.S. Did you know that the ARVC Foundation has developed a *Fast Track* program offered at the National School of RV Park and Campground Management? Visit www.arvc.org/national-school.

Finally, the ARVC Foundation has developed a *Fast Track* program that is offered several times per year throughout the US. For more information on this program please visit www.arvc.org/education.



Barb Youmans

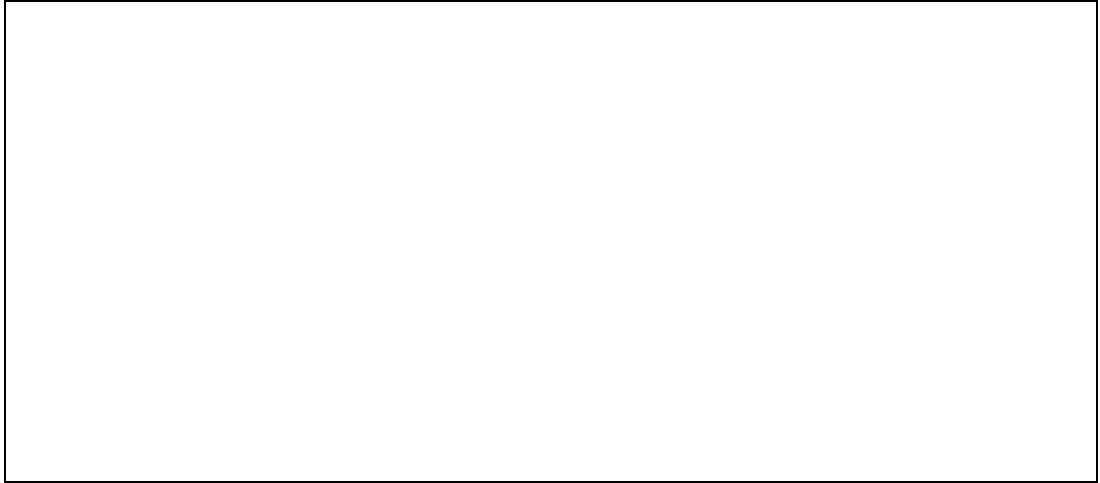
Senior Director of Education, arvc

Executive Director, ARVC Foundation

1. COMMUNICATION

1.1. Establish two-way flow of communication with staff, guests, and community.

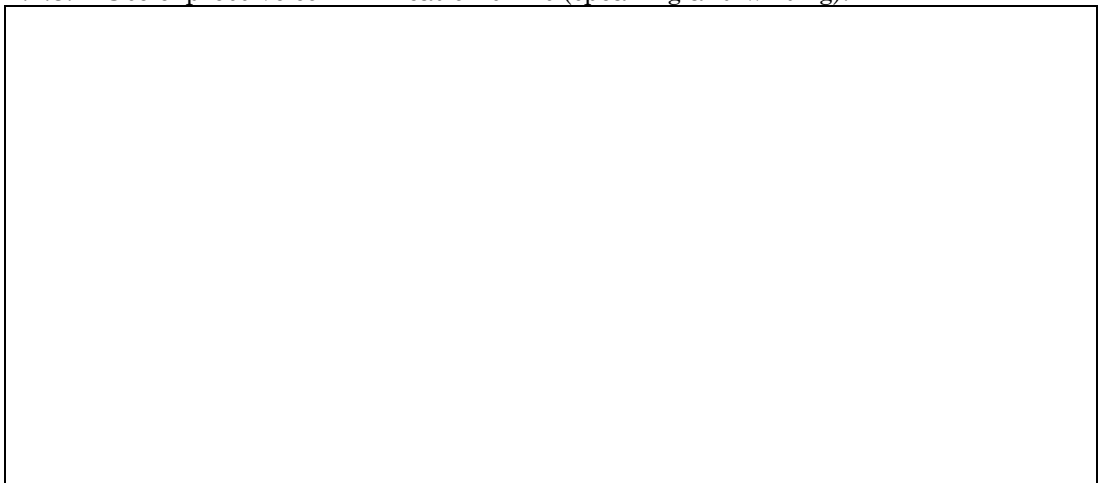
1.1.1. Understand the concept of two-way flow of communication.



1.1.2. Use receptive communication skills (listening and reading).



1.1.3. Use expressive communication skills (speaking and writing).

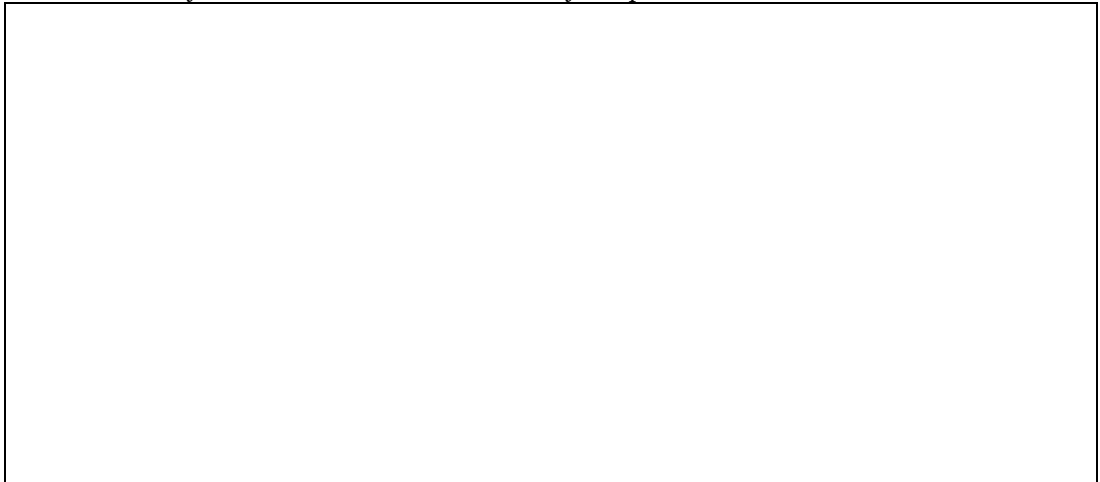


3.3. Ensure proper use of hazardous materials

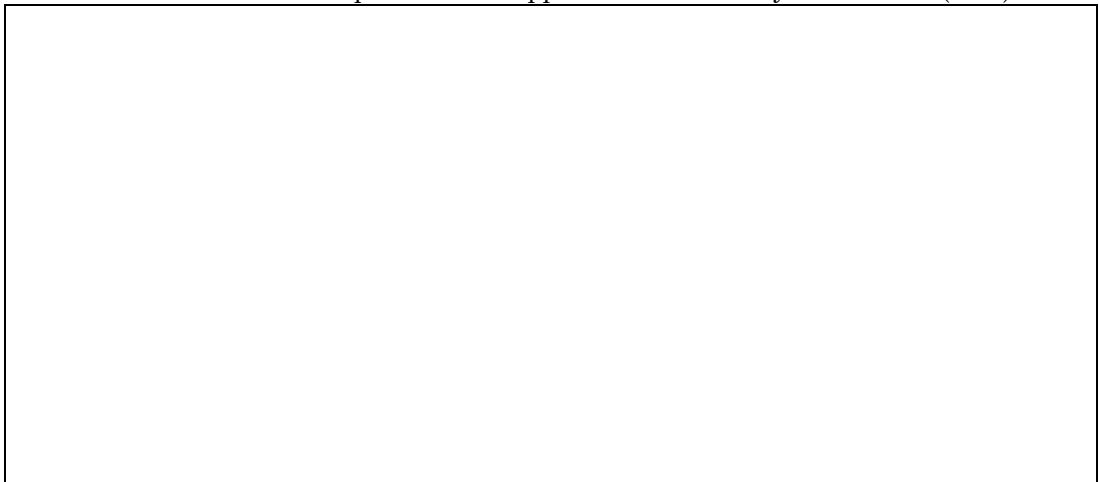
3.3.1. Define hazardous materials.



3.3.2. Identify hazardous materials used in your position.




3.3.3. Understand the components and application of a Safety Data Sheet (SDS).



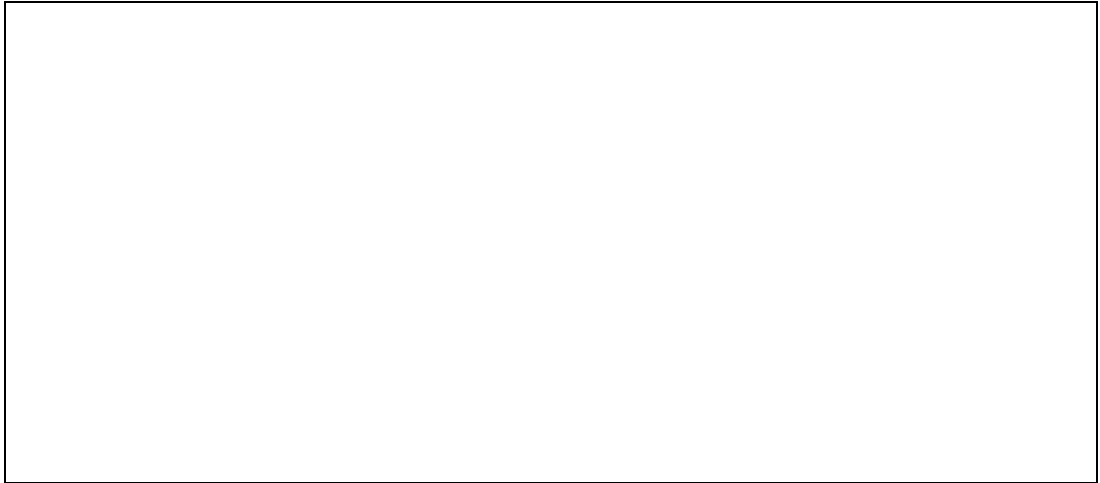
4. CUSTOMER SATISFACTION

4.1. Understand customer satisfaction.

4.1.1. Define customer satisfaction.



4.1.2. Explain the impact of customer satisfaction on your business.



4.1.3. Explain your role in customer satisfaction.



5. OPERATING STANDARDS AND SERVICE LEVELS

5.1. Apply the accepted operations standards of outdoor hospitality

5.1.1. Identify service standards for your position.

5.1.2. Learn how to apply service standards.

5.1.3. Ensure compliance to service standards within your position.

5.1.4. *Completed as part of the Management Certificate*

5.1.5. *Completed as part of the Management Certificate*

5.1.6. *Completed as part of the Management Certificate*

5.1.7. *Completed as part of the Management Certificate*

5.2. *Completed as part of the Management Certificate.*

Generalist Certificate – Checklist

1.1 Enrollee Information:

_____ Name	_____ Enrollee ARVC ID#
_____ Phone Number	_____ Email

- I have a minimum of 3 months of experience at an ARVC Member Park or pre-approved facility providing Outdoor Hospitality.

Business Name: _____

Job Title: _____ Months: _____

Business Name: _____

Job Title: _____ Months: _____

- I have attached (or sent by email to EduDirector@arvc.org) the following documents.
- Ethical Commitment Statement

My signature verifies that I have completed the above items and have the necessary knowledge to be awarded the Outdoor Hospitality Generalist Certificate. I understand that I may need to provide further information, either verbally or in writing, at the request the ARVC Foundation Education Committee before my certificate is awarded.

Signature: _____ Date: _____

Submitted completed Workbook and associated documents to...

ARVC Foundation Education Committee
9085 E. Mineral Circle, Suite 200
Centennial, CO 80112