



OHEP – Professional Workbook

Part 2 of Professional Certificate

Participant Name: _____

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 Professional Certificate program.

4 Reasons to Complete your Management 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 enhanced 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 required documents. (See last page of Workbook.) Complete last page and send your workbook and documents to the 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.



Barb Youmans

Senior Director of Education, arvc

Executive Director, ARVC Foundation

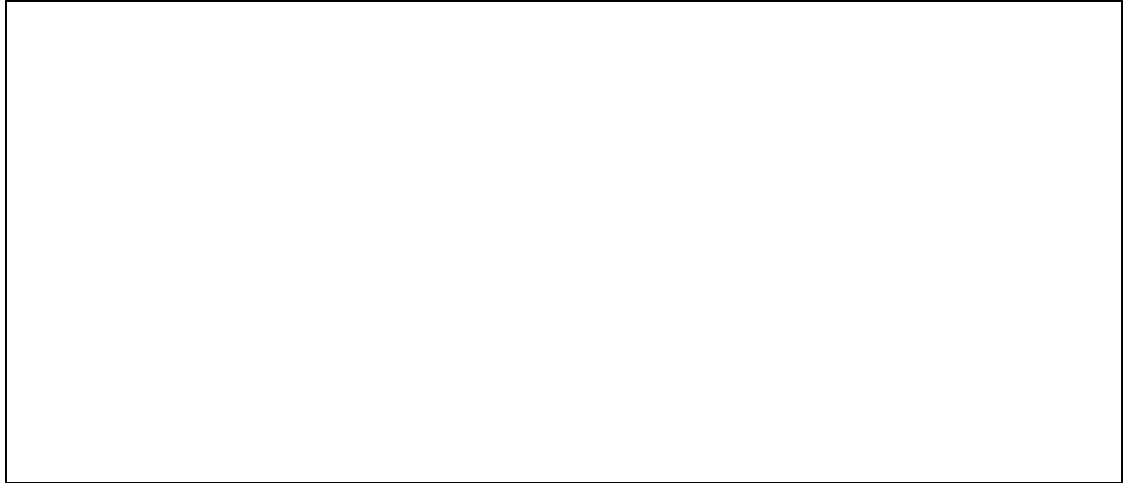
6. LEGAL ISSUES/REGULATORY COMPLIANCE

6.1. Become familiar with the laws and regulations that impact your business.

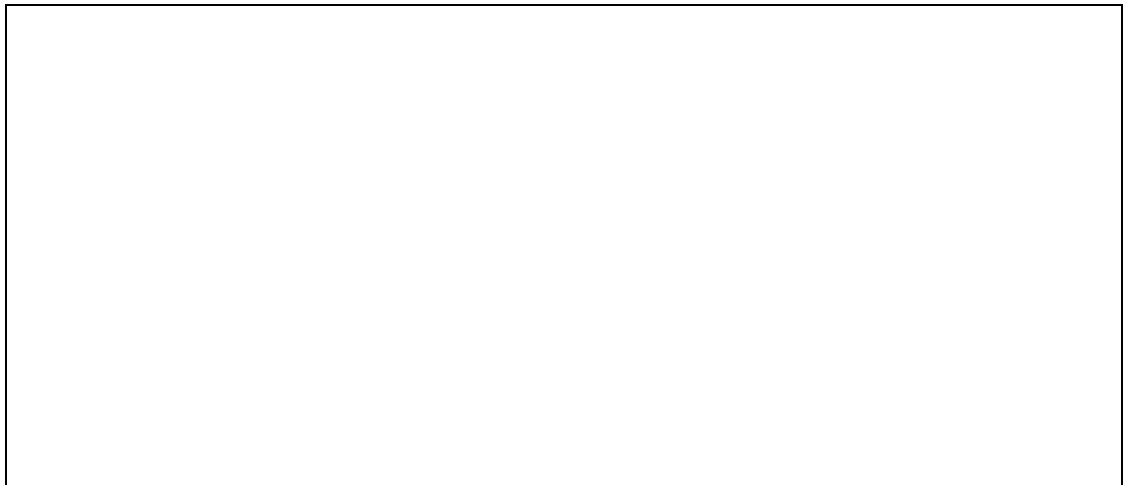
6.1.1. *Completed as part of Management Certificate*

6.1.2. *Completed as part of Management Certificate*

6.1.3. Examine the American Disabilities Act to identify areas of compliance and noncompliance in your business.



6.1.4. Examine NFPA 1194, which sets the standards for design and minimum construction criteria for RV parks and campgrounds, to identify areas of compliance and noncompliance in your business. Areas include Definitions, General Requirements, General Design Criteria, Fire Safety, and Environmental Health and Sanitation as well as supplemental information on sample site plans, a glossary, and outside resources.



9. MARKETING

9.1. *Completed as part of Management Certificate*

9.2. *Completed as part of Management Certificate*

9.3. *Completed as part of Management Certificate*

9.4. *Completed as part of Management Certificate*

9.5. *Completed as part of Management Certificate*

9.6. Evaluate business use of emerging technologies and their applications as it relates to Marketing efforts

9.6.1. Identify the purpose of IT tools used in your business.

9.6.2. Identify possible improvements to current use of online tools.

12. ACCOUNTING AND FINANCE

12.1. *Completed as part of Management Certificate*

12.2. *Completed as part of Management Certificate*

12.3. *Completed as part of Management Certificate*

12.4. *Completed as part of Management Certificate*

12.5. Describe the pricing strategies used at your business

12.5.1. Identify your market segment as it relates to pricing strategies.



12.5.2. Explain how competitor pricing impacts your business' pricing strategy.



Professional Certificate – Checklist

1.1 Enrollee Information:

Name

Enrollee ARVC ID#

Phone Number

Email

- I have a minimum of 24 months of experience at an ARVC Member Park or pre-approved facility providing Outdoor Hospitality. (List most recent experience)

Business Name: _____

Job Title: _____ Months: _____

Business Name: _____

Job Title: _____ Months: _____

Business Name: _____

Job Title: _____ Months: _____

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

- Business Analysis
- Personal Development Plan
- Emergency Plan with Guest Communication Documents
- Service Level Monitoring Documentation
- Risk Assessment
- Employee Development Plan
- Staff Appraisal Plan
- Personal Assessment
- Personal Goal Statement
- Sample Marketing Materials
- Business Plan

- Optional:* ARVC Foundation may use the documents I submit for final approval as resources for others involved in the industry.

(Continued on Back)

- I have attended the following conferences or National School of RV Park and Campground Management sessions. (List two most recent events)

Event: _____

Location: _____ Date: _____

Event: _____

Location: _____ Date: _____

- I have served on a community- or industry-related committee or participate in a 20 Group for a minimum of 2 years (List most recent engagement opportunities)

Organization: _____

Role: _____ Start Date: _____ End Date: _____

Organization: _____

Role: _____ Start Date: _____ End Date: _____

Organization: _____

Role: _____ Start Date: _____ End Date: _____

My signature verifies that I have completed the above items and have the necessary knowledge to be awarded the Outdoor Hospitality Professional 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