



**PATA MICRONESIA CHAPTER
EDUCATION COMMITTEE
STANDARD OPERATING PROCEDURE (SOP) FOR TRAINING REQUEST**

The Education Committee will continue training in 2015 by providing training for customer service and further develop its food and beverage management curriculum. Furthermore, the Education Committee would like to promulgate the ServSafe program, which is a nationally recognized certification program, designed to enhance foodservice sanitation standards.

The Committee also remains flexible to allow for advance training or individualized training whenever possible.

If an NTO/STO desires or someone in their area of responsibility of the NTO/STO desires that training be conducted and that PATA Micronesia (PATA Mic) Chapter may be an acceptable service training provider, then the following criteria for requesting training is:

1. The attached Training Request Form is to be completed and submitted to the PATA Mic Education Committee Co-Chairs no later than 90 days prior to the desired date of Training.
2. If a PATA Mic Tri-Annual meeting is to occur in the area of the requesting NTO/STO, then every effort should be made to coincide the Training with the PATA Mic meeting. This is not mandatory but preferred.
3. If the trainer for the desired training comes from off-island, i.e. Guam, then the NTO/STO is responsible for arranging the Trainer's ground transportation, lodging and meals.
4. NTO/STO will also be responsible to
 - a. Generate Marketing Material understanding the PATA Mic logo must be affixed on the material and approved by the PATA Mic Education Committee prior to distribution
 - b. Promulgate Marketing Materials understanding the PATA Mic logo must be affixed on the material and approved by the PATA Mic Education Committee prior to distribution
 - c. Receive and keep record of those that request to participate in the training. Also a copy of the list is to be sent to PATA Mic Education Committee Co-Chairs on a weekly basis. List must contain the correct spelling and including the following items; Name, Position, Company representing, Phone/Fax number and email address.
 - d. Procure Training facility complete with podium, multimedia projector, etc. for the instructor and tables and chairs for the students/trainees adequate to meet the training needs.

- e. Any equipment or items (i.e., plate ware, glasses, etc.) used for the training will be the sole responsibility of the NTO/STO.
 - f. NTO/STO is encouraged to have some minor amount of snack items and drinks for the students/trainees to partake.
 - g. Keep attendance records of all Trainees to include Name, Company, Phone#, email address. Copy of same will be forwarded to PATA Mic Education Committee Co-Chairs.
 - h. Generate Training completion Certificates if requested by the PATA Mic Education Committee Co-Chairs. Also coordinate with PATA Mic Education Committee Co-Chairs on the time, date, and place of certificate presentation. Certificates will follow the standard template provided by the PATA Mic Chairman.
5. The SOP must comply with any existing MOAs where applicable such as United Airlines and/or PISBDCN.
 6. Trainer must confirm their commitment to the Chapter Education Committee to conduct training in writing (email acceptable) no later than 60 days prior to the confirmed date of training.
 7. Airfare ticket for the trainer must be purchased at least 4-6 weeks in advance if it's a paid ticket.
 8. Complete written Feedback from trainer must be submitted to PATA Mic Education Committee within 2 weeks from completion of the workshop.
 9. Trainer provided course materials must be submitted to the Education Committee at least 2 weeks in advance for review and to allow time to produce copies.
 10. For Workshops requiring payment of a fee (e.g. ServSafe); NTO/STO must confirm that participants have make full payment to _____ at least 4 - 6 weeks prior to scheduled training.

I understand and agree with this
 "STANDARD OPERATING PROCEDURE FOR TRAINING REQUEST"

Name printed / Signature / Date

Once the above form is signed, please email in its entirety to:

PATA Micronesia Chapter:

Chairman Pilar Lagunaña @ plaguana@visitguam.org

Education Co-Chairs:

Carol Rivera Cruz @ carol.cruz@guamcc.edu

Monty McDowell @ monty.mcdowell@amiguam.com