

WHAT IS SHLDP?

- ✔ The **Student Hospitality Leadership Development Program (SHLDP)** helps current UCLA Housing & Hospitality Services (H&HS) student employees increase their knowledge of all the various functions of the H&HS Division, with a strong focus on hospitality. The goal is for students to feel more engaged with H&HS, as well as to make students aware of potential hospitality careers at UCLA and beyond.
- ✔ It is strongly recommended that you have at least 3 months of experience in your current position, but exceptions may be made for outstanding students with less experience.
- ✔ When the Program begins, you will attend information sessions with customer service-focused departments within H&HS to help increase your knowledge of that department. In the following weeks, you will have the chance to "job shadow" and experience daily operations within various departments.
- ✔ You will also be assigned a career staff mentor to assist you with the Program and answer any questions you may have about H&HS, the hospitality industry, or your career development.

PROGRAM SCHEDULE

- ✔ November-December 2019:
 - Candidate selections and Kickoff event
- ✔ January-February 2020:
 - Four 3-hour group workshops to be held on Friday afternoons
- ✔ March-May 2020:
 - Individual Mentoring and Job Shadowing sessions to be scheduled on an individual basis
 - Panel discussion on the Hospitality Industry

TIME COMMITMENT

- ✔ Time spent in the program will be paid, and will be a part of your existing work schedule. The approximate time commitment is 1-3 hours per week, with majority of time spent in workshops during first half of Winter Quarter.

BENEFITS

- ✔ You'll be exposed to all the different areas of H&HS, and will gain knowledge about how each department works.
- ✔ You'll learn more about the hospitality industry as a whole.
- ✔ You'll have a full-time staff mentor to help guide and provide you with additional support, including assisting you with your career development.