



Occupational Skills Training



- Banking/Call Center Customer Service
- Hospitality/Tourism



Training to launch the fulfillment of career and lifetime goals with an organization that has the interest and resources to assist graduates for life.

OST SHORT COURSES DESIGNED TO DEVELOP NEEDED SKILLS FAST

- Banking/Call Center Customer Service Training - 9 weeks
- Hospitality/Tourism Training - 6 weeks

OST IS DIFFERENT FROM TRADITIONAL CLASSROOM TRAINING

- Trainees learn valuable “life skills” in addition to practical job skills.
- Business professionals from banking, call center and hospitality industry enhance the learning experience.
- Primary objective is to secure competitive employment with company offering growth potential.

OST'S UNIQUE TRAINING STRUCTURE

- All classes structured using the Projects With Industry (PWI) service model. The PWI concept partners Goodwill with businesses and human service agencies to deliver skills training programs to individuals with vocational barriers.
- Although the Hospitality and Banking/Call Center programs are industry specific, both programs deliver transferable skills.
- Class results clearly indicate there are significant employment opportunities for graduates with other type companies in need of these same job skills.

BUSINESS PARTNER PARTICIPATION

- Partners keep Goodwill informed of changing industry demands, areas of high vacancy and positions most needing to be filled.
- Business volunteers define our program's curriculum and content.
- Partners establish the entrance criteria for each program.
- Business partners determine our candidate selection criteria.
- They establish our graduation standards.
- Businesses define the required overall performance levels for success on the job.
- Our business partners make the final decision on which candidates are admitted to each class.
- Business volunteers assess trainee progress and provide the instructors with evaluative feedback on trainee progress prior to graduation.



BUSINESS PROFESSIONALS - ADDITIONAL CLASS INVOLVEMENT

- Over 30 active business professionals participate in OST classes.
- Personally delivering over 15 different workshops on life skill and job-related topics.

OTHER VOLUNTEER ACTIVITIES

- Refining trainees' resumes.
- Participating in oral mid-term evaluations.
- Providing guided tours of their businesses.
- Conducting mock interview practice sessions and documenting results.

THE ADVANTAGES OF GOODWILL'S TRAINING PARTNERSHIP WITH BUSINESSES

- Graduates are provided with a valuable network to assist them with their job search.
- Business partners obtain an enhanced candidate pool from which to select qualified individuals to fill vacant positions.
- Generally, in every class some trainees are offered positions prior to graduation.

2006 OCCUPATIONAL SKILLS TRAINING PROGRAM RESULTS

- An active list of over 65 business volunteers who assist with the Banking/Call Center Customer Service Program and the Hospitality and Tourism Program.
- Graduate Placement Rates:
 - 82% for Hospitality and Tourism Program.
 - 80% for Banking/Call Center Customer Service Program.
- Average Hourly Rate:
 - \$9.84 for Banking/Call Center Customer Service Program.
 - \$9.05 for Hospitality and Tourism Program.
 - \$9.60 average of both programs.

HOSPITALITY PROJECTIONS & PLACEMENTS

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|--|---|
| <ul style="list-style-type: none">• Industry Projections thru 2010<ul style="list-style-type: none">- 34.1% Desk Clerks- 24.6% Banquet Server- 24.5% Housekeeping- 20.8% Groundskeepers | <ul style="list-style-type: none">• Goodwill Training Placements<ul style="list-style-type: none">- 30% Desk Clerks- 21% Banquet Server- 12% Housekeeping- 9% Food Service- 12% Miscellaneous (Porters, Auditors, Security) |
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BANKING / CALL CENTER CUSTOMER SERVICE TRAINING CURRICULUM

Week 1

- Orientation
- Banking Basics
- Defining Diversity in the Workplace
- Introduction to Keyboarding, Ten Key and Proof Encoding
- Team Builder Activity
- Personal Development (weekly)

Week 2

- Recognize Various Types of Debits/Credits
- MICR Line
- Workflow of a Check
- Open Practice Lab (Keyboarding, Typing, Proof Encoding)
- Introduction to Teller Basics
- Customer Service in the Teller Role
- Achieve Global: Managing Life Outside Of Work Workshop (Wachovia Volunteer)

Week 3

- Teller/Banking Day (Group Activity)
- Customer Service Workshop
- Financial Workshop (BOA Volunteers)
- Open Practice Lab
- Networking Workshop (Business Volunteer)
- Achieve Global: What It Takes To Succeed Workshop (Wachovia Volunteer)

Week 4

- Introduction to Microsoft Word
- Professionalism Workshop (Business Volunteer)
- Financial Workshop (BOA Volunteers)
- Introduction to Customer Service/Teamwork
- Interviewing/Resume Workshop
- Mock Interviewing
- Open Practice Lab
- Achieve Global: Helping Your Team Work Workshop (Wachovia Volunteer)

Week 5

- Telephone Doctor (On Incoming Calls)
- Listening Skills
- Financial Workshop (BOA Volunteer)
- Preparation of Cover Letter/Resume
- Open Practice Lab
- Achieve Global: Speaking With Confidence (Wachovia Volunteer)

Week 6

- Lockbox Processing
- Document Handling
- Proof of Processing
- Financial Workshop (BOA Volunteer)
- Open Practice Lab
- Mock Interviewing
- In-house Midpoint Review with Students and VR counselors
- Achieve Global: Getting The Info You Need (Wachovia Volunteer)

Week 7

- Telephone Doctor (Five Forbidden Phrases)
- Financial Workshop (BOA Volunteer)
- Achieve Global (Wachovia Volunteer)
- Word Assignment Due
- Open Practice Lab
- Introduction to Excel/Class Exercise
- Internet/Attaching Documents/Resumes
- Job Search

Week 8

- Financial Workshop (BOA Volunteer)
- Achieve Global (Wachovia Volunteer)
- Open Practice Lab
- Goal Setting Workshop (Chip Haynes - Wachovia)
- Job Search
- Final In House Evaluation

Week 9

- Open Practice Lab
- Job Search
- Graduation



HOSPITALITY AND TOURISM TRAINING CURRICULUM

Week 1

- Begin START Program of the American Hotel and Lodging Educational Institute
- Overview of Hospitality and Tourism Industry

Week 2

- Overview of Hotel Divisions and Departments
- Hospitality Industry Specifics:
 - Safety in Lodging and Food and Beverage Industries
 - Guest Cycle
 - Reservations
 - Phone Skills Training
- Professionalism
- Team Building
- Communications
- Conflict Management and Resolution
- Workplace Ethics

Weeks 3 and 4

- Site Visits
- Guest Speakers
- Training in Skill Sets Utilized by Lodging and Food and Beverage Industries
- Basic Overview of Microsoft Word and Excel

Week 5

- Getting to Know Charlotte
- Preparation of Job Seeking Materials
- Job Seeking Strategies
- Research of Career Choice within the Charlotte Area

Week 6

- Review and Final Testing
- Mock Interviews
- Job Seeking
- Graduation

Optional Module: ServSafe Food Protection Program (based on client request)





TRAINING FOR CAREERS IN GROWING INDUSTRIES

BANKING/CALL CENTER CUSTOMER SERVICE TRAINING

The 9-week program includes training in competitive skills such as numeric 10-key, keyboarding, proof encoding, teller services, lock box processing and call center customer service procedures.

HOSPITALITY AND TOURISM TRAINING

The 6-week program is based on the curriculum of The American Hotel and Lodging Educational Institute. The program includes overview of hotel departments, positions, reservations software, the guest cycle and customer service.

Both programs include Microsoft Word and Excel, preparation of job seeking materials, mock interviews, workplace ethics, conflict management, team building, tours and presentations from America Banks and Achieve Global. All classroom instructors are business professionals with practical work experience and training in banking, hospitality or a related industry. Classes may be approved for WIA funding.



***“Goodwill’s
training changed
our lives!”***

Mark & Bessy

2005 Graduates & Employees at
The Federal Reserve Bank
Charlotte Branch



***“Thanks to
Goodwill, I now
have a career
with a future!”***

Devin

2006 Graduate & Employee
at Embassy Suites Hotel

HOW TO ENROLL IN A GOODWILL TRAINING PROGRAM

1. Visit www.goodwillsp.org and complete an application online. You will be called for a follow-up appointment.
2. Call 704-332-0355 to set up an appointment. They will be able to answer any questions you may have. If you don't have a computer, you can fill out the application at Goodwill.
3. We'll schedule an assessment of your math and reading skills. The test is mandatory for all applicants.
4. Attend a selection interview at Goodwill with an industry professional from your chosen field. Interviews are conducted by the people who are interested in hiring successful graduates.