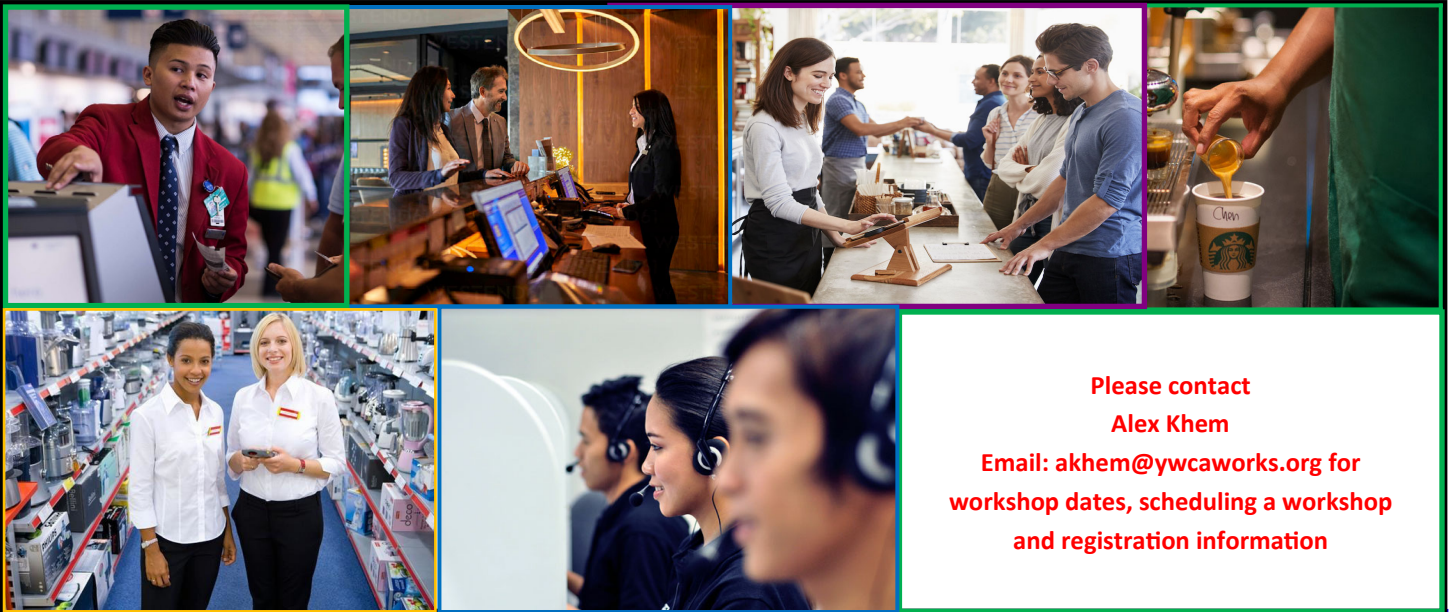


YOUR GATEWAY TO CAREERS IN HOSPITALITY, RETAIL or CUSTOMER SERVICE

If you are age 16 to 24, this workshop series is perfect for you!

THE YWCA YOUTH OPPORTUNITY PROGRAM AT YWCA



Please contact
Alex Khem
Email: akhem@ywcaworks.org for
workshop dates, scheduling a workshop
and registration information

• **SHORT-TERM NO-COST WORKSHOP SERIES - COVERS:**

- 1) **CUSTOMER SERVICE EXCELLENCE TRAINING (CSET)**
Focus areas: Teamwork, Time Management, Selling/Upselling, Personalized style of Service Delivery
 - 2) **HOSPITALITY & TOURISM + FOOD & BEVERAGE / RETAIL INDUSTRY FOCUS**
 - 3) **JOB-READINESS PREPARATION**
 - 4) **COHORT "TEAM" APPROACH TO LEARNING**
 - 5) **INTRODUCTION TO COFFEE-MAKING FOR FOOD & BEVERAGE WORKERS –OPTIONAL**
 - 6) **MUST BE ABLE TO COMMIT TO ATTEND ALL DAYS OF TRAINING IN ORDER TO PASS (TREAT THIS WORKSHOP THE SAME WAY YOU TREAT A JOB)**
- ◆ **NO education credential and NO prior work/job experience required to join**
 - ◆ **Job placement help + career coaching available during & after the workshop (In-person Cohorts only)**
 - ◆ **CSET Certificate upon successful completion of the entire training course**
 - ◆ **In-person Workshop location: YWCA Greenbridge/White Center (transportation help available) - please inquire about transportation resources when enrolling**



Please contact YWCA at (206) 336-7000 or
(206) 670-6775 or scan this QR code to
register your interest in participating or to
request more information.

