START PROGRAM
~Enriching Lives~
AND

Getting Young People Jobs
Which Youth?

- Ages 18+
- Interest in hospitality
- Need training and support to get started
- Greater Seacoast area
Who is involved in getting this START Program off the Ground?
Our START Chart of Partnership and Collaboration

- ACCESS NH Initiative
- Regional High Schools
- Community Partners
- NH Developmental Disabilities Council
- Vocational Rehabilitation
- Students and Families
- NH Restaurant & Lodging Association
- Stratford Learning Center
What is START Anyway?

- One year *line level* (entry level) hospitality certification through American Hotel & Lodging Educational Institute
- 180 hour classroom hour curriculum
- 90 day on-the-job internship
Some Details

• 3 college tri-mesters (one full year)
• Tuition: $10,000 per student
• Vocational Rehab agreement decreases tuition costs by up to $2500
• Coursework includes: START curriculum, Workplace English and Math, Group Seminar
• Transportation and job coaches not included in tuition
PART I: Hospitality Orientation

• Hospitality and Careers
• Guest Service
• Professionalism
• Safety and Security
PART 2:
Food & Beverage Division

• Restaurant Server
• Banquet Set-up Employee
• Banquet Server
• Bus Person
PART 3: Rooms Division

- Reservationists
- Bell Service Attendant
- Maintenance Employee
- Public Space Cleaner
- Front Desk Representative
- Guestroom Attendant
- Laundry Attendant
- PBX Operator
PART 4: 90 day internship

- Front Desk Representative
- Reservationists
- PBX Operator
- Bell Service Attendant
- Guest Room Attendant
- Maintenance
- Laundry Attendant
- Public Space Cleaner
- Restaurant Server
- Banquet Set-up
- Banquet Server
- Bus Person
PART 5:

EMPLOYMENT!!!
Develop Industry Skills

- Prepares students for entry level positions in the hotel & lodging industry
- Promotes confidence and positive work ethics
- Builds workplace skills: arriving on time, calling when sick, using appropriate voice volume and tone, accepting instructions and corrections, knowing appropriate interaction with co-workers
AND Life Skills

• Academic skills: reading, writing, math, speaking, comprehension, problem-solving

• Communication skills: processing information, giving and following directions, requesting assistance

• Social and Interpersonal skills: appropriate workplace etiquette, knowing when to/not to socialize, using appropriate topics
How Do We Get Involved?

Next session begins September 2009

For application materials, contact Chris Lawrence at Great Bay Community College 559-1576

Questions about specific students, contact Heidi Wyman at Strafford Learning Center 692-4411 x41