



Easterseals S.T.R.I.V.E & Hospitality Program

“Skills Training Results In Vocational Employment”

Population Served- The Program will consist of adults ages 18 and older with a documented disability who have a desire and aptitude to become employed in the Hospitality industry. The type of disability will not be limited so that a wide range of people with special needs can be served.

The Easterseals S.T.R.I.V.E & Hospitality Program will take place at the Easter Seals Igoe-Amar Center in West Palm Beach in a classroom setting that also includes an onsite “Hotel Simulation Room” with all the typical hotel room furnishings. Each class will meet for approximately 30 hours per week for 12 weeks. The classes will be led by Easterseals Employment Consultant who will also be the instructor for the class as well. Easterseals Employment Consultant/Instructor has proven experience and success working with adults with disabilities and their employment service needs.

The Program’s curriculum has been developed and is based on standards from the American Hotel & Lodging Educational Institute on Guest Service Gold and START: Guestroom Attendant training manuals. Classroom instruction will include but not be limited to interactive software, videos, worksheets, hands-on practice, field trips to onsite hotels/resorts, guest speakers, and class discussions. Our goal is to create a learning environment that will address the needs of each of our students and the unique ways that they learn. In addition to technology, the students will be experiencing a comprehensive training program. Classroom lecture and discussion, hands-on practice in the simulated hotel room, guest speakers, field experiences, and videos all enhance the curriculum and serve to engage each and every student. Throughout the program there will be assessments to check for learning. These checkpoints will allow our instructor to assist our students who may be struggling for mastery of skills along the way. It will also assist in preparing our students for Guest Service Certification, Guestroom Attendant Certification, and Gold Service Star exams at the end of the program.

In addition to job skills in hospitality, each student will receive soft skill, pre and post-employment training/support. Each track teaches the basics of lodging operations and guest services to enable students to succeed while promoting professionalism, self-confidence, positive work ethics, and crucial soft skills in the work place. Knowing that the hospitality industry is customer focused, soft skills like communication, conflict resolution, and problem solving are critical and thus addressed within our curriculum. Pre-employment training such as resume/cover letter writing and interview skills will be thoroughly covered to increase each student’s success in securing employment. Once the student has been successfully placed, post- employment support such as guidance and counseling will be available to assist in job retention. Overall, participants in our Hospitality Training Program will have the opportunity to prepare for the transition from the classroom to the workforce and a path to self-sufficiency. Successful students will be ready to launch their career path in either Guest Services, Guest Room Attendant, and Gold Service Star.

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