

WORKHAWAII YOUTH PROGRAM



Occupational Training & Work Experience

Enroll in one or both!

Who Is Eligible

**Applicants must be 16 to 24 years of age and
be an Individual with a Disability.**

Other services are available for at-risk youth.

**Ask about our GED and other
training programs.**



Customer Service & Sanitation "Cleaning 101"

In partnership with:



UNIVERSITY OF HAWAII
LEEWARD
COMMUNITY COLLEGE

Course Description:

Customer Service & Sanitation - "Cleaning 101" offers professional preparation for entry-level cleaning positions.

Core topics covered include Customer Service foundations, On-the-spot troubleshooting, and sanitation guidelines.

Advanced topics covered, if time permits, are managing stress and general area cleaning.

Course Objectives :

Upon completion of this course, you will be able to:

- Define "customer service"
- Understand customers' needs
- Be a company "ambassador"
- Assess and execute cleaning/sanitation
- Know the difference between covid-19 and coronavirus
- Define Clean and Sanitize
- Execute cleaning basics
- Recognize safety issues
- Safely handle chemicals

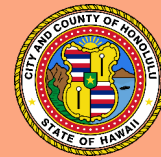
Major Projects/Grades:

1. Create a "mock resume" for a job relevant to training.
2. Interview preparation.
3. Practical Final - Sanitation Role Play.
4. Hospitality Final Exam.
5. Certification Prep exam.

WORK EXPERIENCE

<i>Tier Level</i>	<i>Stipend amount per month</i>	<i>Total hours of completion</i>
Professional	\$700	• Has completed 75 to 80 volunteer hours
Champion	\$600	• Has completed 60 to 74 volunteer hours
Promoter	\$500	• Has completed 50 to 59 volunteer hours
Advocate	\$400	• Has completed 40 to 49 volunteer hours
Supporter	\$300	• Has completed 30 to 39 volunteer hours
Rookie	\$200	• Has completed 20 to 29 volunteer hours
Beginner	\$100	• Has completed 10 to 19 volunteer hours
Try Outs	\$50	• Has completed less than 10 volunteer hours

Participants will have an opportunity to gain valuable work experience at one of our business partner host sites. A great way to start building a resume and taking your first steps towards a career pathway!



City and County of Honolulu Department of Community Services

680 Iwilei Road , Suite 700
Honolulu, Hawaii 96817
808-768-5888

