

Guest Service Gold®

Customer Service Certification



Guest Service Gold (GSG) certified 1 day training is combined with Emotional Intelligence training. The curriculum for the GSG training is provided by the American Hotel & Lodging Educational Institute. The 7 units in GSG instruction will prepare individuals on how to better meet, greet and interact with customers and coworkers. At the conclusion of the training a 30-question test will be given. Successful completion of the test earns the participant the GSG nationally recognized credential.

Pre-Registration Required Cost: \$45 per person, Scholarships and Group rates available

Team Building I

An interactive workshop focused on team building skills to help individuals become better team players and enhance the skills of a current work team. Team Building Level I is designed to help workers understand the nature of teamwork and to explore any specific attitudes and problems. The goal is to help your employees succeed on the job.

The Team Building Level I workshop is designed to help employees understand group dynamics through thought provoking discussions, visuals and out-of-seat activities. The activities reinforce concepts presented in a fun and creative manner. The participants will understand the nature of teamwork and explore specific attitudes and challenges. This training demonstrates to your employees the value of the individual within a cooperative group setting. As worksites increasingly expect employees to be working members of a team – those employees need to see themselves as part of a functional group or even just two people working well together. The goal is to help your employees succeed on the job and therefore your business to grow.

Pre-Registration Required Cost: \$20 per person, Scholarships and Group rates available

Manager's Academy

Improve your leadership skills to be more creative, develop problem solving skills & bring humor to your management style.

Pre-Registration Required Cost: \$25 per person, Scholarships and Group rates available



To Register contact Pam Griffith

315-694-1071 or pamgriffith@yatescommunitycenter.org

Please make checks payable to: **YCRR** and
Mail to: YCRR, P.O. Box 392, Penn Yan, NY 14527



Work & Life Skills Training Program
In Partnership with Yates Workforce Development

*Training & Education Programming is subsidized
& supported by The Nord Family Foundation, The W.G. McGowan
Charitable Fund & The Yates Community Endowment*



TIPS Certified Training

Training for Intervention Procedures

TIPS for On Premise empowers your employees to take a proactive approach toward preventing alcohol misuse and maintaining control of the environment. By training your staff to recognize the signs of intoxication, you can reduce the chance that an alcohol-related incident will occur. TIPS-trained servers show your customers that you care about them and want to make their visits to your establishment as pleasant as possible.

Pre-Registration Required - Cost \$50

You will be tested and international certification will be earned upon passing the test. Certification is good for 3 years.

2018 Class & Event Schedule:

Customer Service Certification (GSG) (2-day class)

Friday Feb. 23, 9 am-4 pm
Other dates & times available

Team Building I:

Day & Evening Classes available

Manager's Academy:

Day & Evening Classes available

TIPS Certified Training:

Thursday April 19 & 26, 2018 10 am—4 pm

Job Fairs 2018:

April 12: Tourism, Hospitality, Customer Service
June 14: Human Service, Schools, Not for Profits, Public Sector, Healthcare

Lose & Win:

A Weight Loss/Nutrition Program for a healthier YOU!
10-15 minute Individual Weekly Meetings by Appointment with Weigh-ins and Handouts.

4 meetings per session—\$25members, \$35 non-members:

- Mar 13, 20, 27, Apr 3

National Diabetes Prevention Program:

Currently held on Mondays 12:00—1:00
For Information Call Ann Murphy 315-536-5160

Spring Appreciation Celebration:

A Thank you to Volunteers and Winners announced.
Sunday April 8, 2018 - 2:00 to 4:00 pm
At 463 North Main Street, Red Brick Building

Classes at Yates Community Center, 463 N. Main St., Penn Yan