

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: \$35 per person,
Scholarships and Group rates available

Team Building

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



FITNESS CENTER COMMUNITY PROGRAMS TRAILS ATHLETIC FIELDS

To Register contact Pam Worth (Griffith)

315-694-1071 or pamworth@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 W.G. McGowan Charitable Fund,
Nord Family Foundation & Gordon Trust Fund*

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: \$20 per person,
Scholarships and Group rates available

2017 Class Schedule:

Customer Service Certification (GSG):

Sept. thru Dec. classes available

Team Building 1:

Sept 14, 9 am—2 pm
Sept 19, 5:30 pm—8:30 pm

Manager's Academy:

Sept. thru Dec. classes available

Lose & Win: Whole 30 Challenge

Begins Oct 19, 2017 through
Nov. 17, 2017

Support Group with Finger Lakes Parent Network:

2nd & 4th Tuesdays monthly
5:00 pm
Call 315-412-3826

National Guard Disaster Preparedness:

Date TBD
6 pm-7:30 pm (FREE)

Most Classes at Yates Community Center, 463 N. Main St., PY