

# 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.



For more information contact:  
Mark Menard at 808-768-5784  
Or email:  
[mark.menard@honolulu.gov](mailto:mark.menard@honolulu.gov)

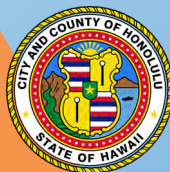
## WorkHawaii Youth Program

### OUR GOALS

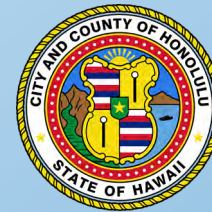
To eliminate or minimize employment barriers so participants can enter the labor market

To enable participants to complete high school, enter postsecondary education or advanced training, and secure employment; and

To decrease further involvement of participants in the justice system



City and County of Honolulu  
Department of Community Services  
680 Iwilei Road , Suite 700  
Honolulu, Hawaii 96817  
808-768-5888



# WORKHAWAII YOUTH PROGRAM



**EMPOWERING YOUTH**  
TEACH ▪ Instruct ▪ Mentor  
Influence ▪ ENCOURAGE  
Praise ▪ INSPIRE ▪ Guide

## Customer Service & Sanitation "Cleaning 101"

In partnership with:



### 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
- Proper PPE use
- Prepare for CMI cleaning 101 certificate

### Major Projects/Grades:

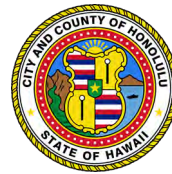
1. Create a "mock resume" for a job relevant to training.
2. Interview preparation.
3. Practical Final - Sanitation Role Play.
4. Hospitality Final Exam.
5. Certification Prep exam.



## WORK EXPERIENCE

Tier Level	Stipend amount per month	Total hours of completion
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

