**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

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**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.

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

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

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**EMPOWERING YOUTH**

**TEACH • Instruct • Mentor Influence • ENCOURAGE Praise • INSPIRE • Guide**

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**Occupational Training & Work Experience**
Enroll in one or both!
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.

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WORK EXPERIENCE

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

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!