



Specialized Industry Training Provided by

P.A.C.E. *Postsecondary Adult Career Education*

On the Job: Emotional I.Q. - A full day training covering the following components:

Part 1: How Self-Aware Are You?

Part 2: Feedback: The Key to Change

Part 3: Can You Read Others?

Part 4: Making Good Work Relationships

Part 5: Conflict at Work

Part 6: Asking for a Raise

Guest Service GOLD - A full day training covering the following seven key elements required to consistently deliver the highest level of guest services. *(This program is designed by the American Hotel & Lodging Educational Institute and successful completion of the exam at the end will earn the participant the nationally accredited **Certified Guest Service Professional Certificate** and pin.)*

1. Authenticity: Keep It Real

2. Intuition: Read the Need

3. Empathy: Use Your Heart

4. Champion: Be a Guest Hero

5. Delight: Provide a Surprise

6. Delivery: Follow Through

7. Initiative: Make the Effort

Please see the following pages for further details on these two offerings. Classes can be spaced over several days or weeks as needed. For further information, questions, or to schedule any trainings, please contact:

Melissa Stuart, Coordinator for Professional Services
Office: 314-332-7314 mstuart@wflboces.org

P.A.C.E. 131 Drumlin Court, Newark, NY 14513