

# **Sunflower Bakery's Hospitality Employment Training Program**

Sunflower Bakery's Hospitality Employment Training Program prepares adults with learning differences, who are 18 years and older, to be well-rounded employees who are ready to successfully apply, interview and secure employment in the hospitality industry. Such settings included are retail/wholesale food services, sales, packaging/shipping, as well as in hospitals, universities or lodging.

## **JOB PREPARATION**

The 26-week training program helps develop good work skills, appropriate workplace behaviors, attitudes, and values. The industry-specific skills students learn are applicable to a wide variety of jobs in many fields. These highly transferable skills include appropriate interpersonal communication on the job, closely following verbal and visual directions, precision and accuracy, efficiency, and problem-solving.

## **POPULATION SERVED**

Applicants who are 18 years of age or older, have completed high school (diploma not required), and have permission to work in the United States are referred by transition teachers, DORS, service providers, therapists, family members or self-referred. They may have learning differences such as with reading and/or oral comprehension; expressive language; dyscalculia; ADHD; mild intellectual disabilities; high functioning autism and more, often accompanied by anxiety. In addition, students may have learning differences that are undiagnosed due to socioeconomic impacts or inadequate and/or inconsistent educational supports. Two-to-three students are accepted for training in each of four-to-six classes per year.

## **ACCEPTANCE AND ASSESSMENT PROCESS**

Applications for the Program are available on the website at [sunflowerbakery.org](http://sunflowerbakery.org). Upon receiving applications, individuals are scheduled for interviews to help determine if the Hospitality training is a good match. A two-day hands-on Assessment then follows, to give the applicant a feel for the actual learning environment and to allow the trainer to observe and assess learning styles and skill levels.

## **PROGRAM OVERVIEW**

### **Phase 1 Formal Instruction / On-the-job training – 18 weeks\***

For five days/week from 9a.m.-12 p.m., for eight weeks, new students participate in classroom instruction and on-the-job training. The instruction is provided such that it addresses each student's unique learning needs, covering topics including interpersonal communication; weights and measures; goal-setting and self-advocacy. ServSafe Food Handler's Training and Certification includes grooming and hygiene; safety and sanitation; cross-contamination; food allergies and more. ServSafe Food Handler's Certification is the nationally recognized standard for basic safe food handling in the food industry.

**On-the-Job Training**—Hard skills are taught in the production kitchen alongside professional chef instructors, to prepare students for "back-of-house"-type tasks. Students learn hands-on assignments in the production kitchen, from baking prep through cleaning and sanitizing the entire area. Customer Service skills learned in class are practiced in the Sunflower Bakeshop onsite, including greeting customers; filling orders (including prepared pastries and pre-packaged goods and beverages, as well as preparing hot beverages) and using point-of-sales; presentation and packaging.

**Employee Development Training**—All students are taught “soft skills” of work ethics and attitude; problem-solving; time management; punctuality and “calling out,” among many other topics. A specifically designed curriculum that includes study sheets, role-play, scenarios, videos and quizzes offers multiple learning modalities to address each student’s unique learning needs.

After the first eight weeks, students continue to attend five days/week and shift to an afternoon schedule from 1-4pm, continuing through the curriculum with classes and on-the-job training.

\*See detailed Hospitality Program Curriculum Overview Lessons 1-10.

## **Phase 2 Internship – 8 weeks**

**Internship in Sunflower Bakeshop**—Upon completion of Phase 1, students may interview for a paid internship in the Sunflower Bakeshop. They need to be able to independently wait on customers, set up the display case, follow opening and closing procedures, and maintain inventory. If they are not yet able to work independently, they will continue for another 8 weeks with the possibility of becoming an intern at any point during that time.

Internship days and hours will vary. Students will also work with Sunflower’s Program Director to complete the employee development aspects of the curriculum, implementing the final lesson. Activities include preparing current resumés, using computers for job searches, participating in mock interviews and completing job applications. Staff advise students regarding best opportunities for success relative to each student’s gained skills, interests, and strengths. Staff may accompany graduates to interviews. Students will be monitored by Sunflower during the first 90 days of employment.

# **Sunflower Bakery Hospitality Program Curriculum Overview**

Program curriculum outline for each week for each phase. Detailed curriculum available, if requested.

## **Week 1**

### **Lesson 1: Orientation – Sunflower Hospitality Program Policies and Expectations**

1. Start with a Great Attitude
2. Introduction to Training Manual
3. Bakeshop Policies and Expectations
4. Uniforms and Grooming
5. Relationship with Co-workers
6. Work Ethic
7. Time Management
8. Introduction to Customer Service
9. Problem-solving

## **Week 2**

### **Lesson 2:**

1. Introduction to Bakery Production
2. Personal Safety
3. Food Safety and Sanitation
4. Responsibility and Honesty

## **Week 3**

### **Lesson 3:**

1. Special Dietary Needs
  - a. Vegan
  - b. Vegetarian
2. Allergies
  - a. Nut-free
  - b. Gluten-free
  - c. Dairy-free
3. Kosher
4. Food-borne Illnesses

## **Week 4**

### **Lesson 4:**

1. Bakery Production
2. ServSafe Training for Food Handler's Exam
  - a. Review Food Safety

## **Week 5**

### **Lesson 4, continued:**

- b. Controlling Time and Temperature
- c. Review Grooming and Hygiene
- d. Preventing Cross-contamination
- e. Cleaning and Sanitizing
- f. Taking ServSafe Food Handler's Exam
- 3. Counting Money
- 4. Folding Boxes and Labeling

## **Week 6**

### **Lesson 5:**

- 1. Introduction to Coffee Program
  - a. Learn about Coffee
  - b. Operate and Clean Espresso Machine, Commercial Coffee Maker and Grinder
  - c. Learn Coffee Drinks Hands-on
- 2. Upselling
- 3. Kitchen Math

## **Week 7**

### **Lesson 5, continued:**

- 4. Scaling (Weighing out product)
- 5. Introduction to Banquet Wrapping and Packaging
- 6. Learning Sunflower Menu Products

## **Week 8**

### **Lesson 6:**

- 1. Presentation of Product
- 2. Setting up Display Case
- 3. Product Tasting

## **Week 9**

### **Lesson 7:**

- 1. Customer Service – Connecting through Communication
- 2. Verbal Communication
  - a. Greeting
  - b. Tone of Voice
  - c. Proximity

## **Week 10**

### **Lesson 7, continued:**

- d. Anticipating Needs
- e. Responsiveness
- 3. Active Listening

## **Week 11**

### **Lesson 7, continued:**

- 4. Non-Verbal Communication
  - a. Gesturing
  - b. Body Language and Facial Expressions

## **Week 12**

### **Lesson 7, continued:**

- 5. Self-advocacy
- 6. Field Trips
- 7. Customer Service

## **Week 13**

### **Lesson 8:**

- 1. Product Knowledge and Description
- 2. Taking Orders
- 3. Inventory
- 4. Opening Bakeshop and Closing Bakeshop

## **Week 14**

### **Lesson 9:**

- 1. Introduction to Point of Sales System
- 2. Handling Credit Card Transactions
- 3. Register Conversations

## **Week 15**

Review lessons 1-5.

### **Lesson 10:**

- 1. Goal Setting
- 2. Review of Work Ethic
- 3. Enthusiasm and Attitude

## **Week 16**

Review lessons 6-10.

### **Lesson 10, continued:**

4. Review Time Management
5. Success and Setbacks

## **Week 17**

### **Lesson 11:**

1. Job Preparation
  - a. Introduction to Resume Development
  - b. Introduction to Transferable Skills
  - c. Introduction to Job Search

## **Week 18**

Overall review.

### **Lesson 11, continued:**

- d. Interviewing
2. Productivity
3. Role of Support People in Work Life

## **Weeks 19-26**

### **Internship in the Sunflower Bakeshop**

Individualized training in the following areas:

1. Working more independently
2. Working more efficiently
3. Mastering time management on this job
4. Expanding appropriate communication skills
5. Finalizing a resume'
6. Preparing for interviews
7. Mock interviews
8. Expanding the job search

## List of any certifications that may be achieved within the program:

- Sunflower Bakery Hospitality Employment Training Program Certificate of Completion
- ServSafe Food Handler's Certification (Most students pass the exam after training.)

## List of potential job titles for which a consumer may become employed in Hospitality positions:

### Restaurants

- Host & Server
- Busser
- Dish Washer
- Counter Server
- Barista

### Grocery

- Clerk
- Cashier
- Stocker
- Bakery Clerk
- Courtesy Clerk

### Retail

- Sales Associate
- Customer Service
- Packer/Shipper
- In-store Specialist
- Customer Experience Guide
- Clothes Folder/Hanger

### Hotel

- Breakfast Attendant
- Food Beverage & Attendant
- Room Service
- Porter
- Housekeeper

### Gardening

- Garden Center Sales & Cashiers
- Other Garden Center Positions

### Health Care

- Housekeeper
- Dining Room Attendant
- Utility Worker
- Barista
- Patient Transport
- Cafeteria Line Worker
- Food Service Delivery to Patients/Residents

### Museum

- Visitor Service Representative
- House Keeper
- Counter Server

## Staff Credentials

- Program Director (See attached.)
- Director of Student Services (See attached.)
- Hospitality Instructors (2) (See attached description)

## Projected Outcomes

- Ten to twenty students will be accepted into the Hospitality Employment Training Program each year.
- Eighty-five percent of the students will complete the program.
- Of the students who complete the program, 65% will be matched with employment opportunities in the first six months.