

## Takeaways from the Recreation and Hospitality Partner Town Hall Meeting on 4/5/17

### 1) What programs locally develop customer service skills?

- a) Goodwill
- b) Edmonds Community College- Hospitality and Tourism degrees and training certificates
- c) Housing Hope has job training programs
  - i) [nickwilson@housinghope.org](mailto:nickwilson@housinghope.org)
- d) Partnership with
  - i) K-12 Skills Center
  - ii) School District Career Technical Education Programs
  - iii) Specifically contact Everett Public Schools as we build out our internship and job shadowing programs
    - (1) Dana Riley Black
    - (2) [DrileyBlakc@everettsd.org](mailto:DrileyBlakc@everettsd.org)

### 2) What are the programs locally that focus on interpersonal communication with peers and/or leadership?

- a) Leadership Snohomish County
  - i) Kathy Coffey
- b) Boys + Girls Clubs
- c) NAACP Youth Programs
  - i) Life skills classes
  - ii) How to succeed in the workplace

### 3) What resources do we have locally that help train time management abilities?

- a) Provide on-the-job training and offer related classes on basic life skills
- b) Community college adult basic education
- c) Community college training programs
- d) Free linda.com online trainings with Sno-Isle library card
  - i) [kassy@sno.islelibrary](mailto:kassy@sno.islelibrary)
- e) Goodwill
- f) Edmonds Hospitality and Tourism degree and certificates
- g) Partner with K-12 Skills Centers
  - i) Career Technical Education programs
  - ii) Specially contact Everett public school as we build out our internship
  - iii) Job shadowing programs
    - (1) Dana Reiley Black
- h) Housing Hope has job training programs

**4) What resources would be helpful for outreaching to individuals who enjoy social interactions with strangers?**

- a) Meetup.com
  - i) Sno-Isle Libraries (entrepreneuers@SIL)
- b) LinkedIn hospitality groups
- c) Volunteer services in most communities
- d) Worksource.WA – Job seekers
- e) Amway Presentations
- f) Toastmasters
- g) Professional Networking Group
- h) EdCC – Hospitality and Tourism Program
- i) Adult Education
  - i) Considered an untapped resource, particularly participants in levels 5 and 6; many of these individuals were highly-skilled professionals in their home counties (e.g. doctors, engineers, lawyers, accountants, etc.)

**5) Hospitality is very interested in bi-lingual training and outreach to those that can communicate within multiple languages. What resources could facilitate these interests?**

- a) Refugee and Immigrant Services Northwest
  - i) Multi-cultured job fair to be held on Oct. 12, 2017
- b) Community college system and adult basic education (ESL)
- c) Establish more dual language programs in the K-12 system
- d) ELL/ESOL classes + Talk times at Goodwill, Bridges.
- e) Sno-Isle Libraries
  - i) MANGO Languages Multilanguage App (70+ languages)

**6) What general information for business within recreation and tourism would you like to share?**

- a) Everett Public Schools
- b) Posting jobs for free on [www.worksourcewa.com](http://www.worksourcewa.com)
- c) Employee support services through “connect for success” an employer paid resource
  - i) Contact Jeff Southard
- d) Connect with the Edmonds Community College Hospitality + Tourism Program
- e) ESD labor market information available online and in-person for free
  - i) Other labor market info and demographic info available from census, BLS, et on WorkSourceWA.com

- f) Fitness centers at YMCA locations
- g) Dual-degree programs beginning in K-12
  - i) Unfortunately, these programs are scarce in Snohomish County
- h) Multicultural Career Fairs at Community Colleges and Universities as well as other organizations
  - i) Great opportunity for outreach!
  - ii) Source of diversity
- i) Sno-Isle Skills Center
  - i) so much potential just waiting to be tapped into

## 7) Other comments

- a) Great ideas
  - i) Example: Stockpot offers physical therapy services for those who need it due to strenuous work – on feet for extended period every day
- b) Mentorship in specific areas
  - i) Much needed; the idea has been discussed over the years
  - ii) Workshops specific to teaching leadership to upskill their respective staff
- c) Opportunities for upward mobility
  - i) Understanding industry and having mobility without barriers
  - ii) Tulalip Resort has a system where new hires are connected to HR quite early into their start. They are given enough support and resources and the stage is set early for promotion
- d) Retail management courses
- e) Provide incentives/motivation to explore different pathways (example: Housing Hope)
- f) Statistics have shown that people can have 6 - 10 jobs within a year or two.
  - i) As a result, these job-seekers will have to prove to employers why they should want to invest in them.
- g) Keeping people in the pipeline and incentivizing employees to stay beyond monetary reasons continues to be an unresolved problem
  - i) When employees feel comfortable, respected, appreciated, and well taken care of, they will stay with an employer even if there are jobs with better pay elsewhere
    - (1) Employers really need to step back and think about the impact that their decisions make
    - (2) They need to re-evaluate their hiring and employee retention best-practices
- h) Low-skilled workers tend to remain untrained and as a result are not able to progress in neither rank nor pay grade



i) Turnover remains high as a result

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