

“The Hospitality Star program was a fun, informative program that really enhanced my product knowledge of Tompkins County. Since completing the program, I have also been promoted to an assistant manager role.”

“The instructors were terrific. They were honest and passionate, and they gave us useful information.”

“The panelists provided me some real insight into what my future can be in hospitality.”



BECOME A HOSPITALITY STAR!

Tuesday - Wednesday
June 14 - 15, 2016
8:30 a.m. - 5 p.m.

Build knowledge about the Tompkins County hospitality industry and learn skills you can apply to your job in this two-day certificate program designed in partnership with the Convention and Visitors Bureau, Tompkins Workforce New York, and representatives from the industry.

Tompkins County Hospitality Star Program
Sponsored by: Tompkins Workforce New York,
Tompkins County Tourism Program,
Downtown Ithaca Alliance, Tompkins County Convention
and Visitors Bureau, and TC3 Biz



"This has been a great program! I have learned a lot from it and will apply it to my job and pass the knowledge along."

- Former participant

DAY 1 - Tuesday, June 14

Location: TC3 Ithaca Extension Center
118 N Tioga St, Ithaca

Understanding Your Role and the Nature and Culture of Hospitality and Service in Tompkins County (8:30 - 11:30 a.m.)

What's your role as an ambassador in the hospitality industry? How can you maximize your contribution? During this interactive workshop with Sue Stafford, who chairs TC3's Hotel and Restaurant Management degree program and is a former Condé Nast evaluator, you'll learn about this and more.

Panel of Industry Leaders Lunch - (11:30 a.m. - 1 p.m.)

Walking Tour of Downtown Visitor Center and Workforce NY* (1 - 2:30 p.m.)

Walking Tour of Downtown Ithaca * (2:30 - 5 p.m.)

DAY 2 - Wednesday, June 15

Location: TC3 Ithaca Extension Center
118 N Tioga St, Ithaca

Destination Tompkins County* (8:30 a.m. - 12:30 p.m.)

You can be a "tourist" today! This special program will include a tour of key locations in Tompkins County accompanied by a binder of maps and information about local attractions, restaurants, and hotels that you can use to help visitors to our community!

Taste of Ithaca Lunch - (12:30 - 1:15 p.m.)

Location: TC3 Ithaca Extension Center

Greater Customer Connections (1:15 - 4:30 p.m.)

The proper handling of customers during front line service and sales transactions often determines opportunities for our future customer relations and sales. During this workshop, you will learn proven methods for improving this point of customer contact based on concepts from the presenter's nationally published book, *Greater Customer Connections*.

Graduation Reception (4:30 - 5 p.m.) with awarding of certificates

Lunch and morning refreshments included both days.

Fee: No Cost. Pre-registration is required. This program is made available with funding from the Tompkins County Tourism Program. Participants need to be living in and/or working in the hospitality/tourism industry in Tompkins County.

You must attend all parts of the program to receive your certificate. Space is limited. Please talk to your supervisor early!

Register by calling Tompkins Workforce Investment Board at 607.274.7526 or emailing hospitalitySTAR@tompkins-co.org. *Equal Opportunity Employer/Program.*

Auxiliary aids and services are available upon request to individuals with disabilities.

** Please be aware that tours require significant walking. Please notify us in advance of mobility issues.*

From a former participant:

"I learned so much that I can use right away in my job."

