

VOCATIONAL TRAINING INFO Fairbanks Rescue Mission

About the Program:

The Fairbanks Rescue Mission (FRM) is starting a “Workplace Skills Training program” to respond to the employment and training needs of homeless men and women seeking to enter the workforce. Partnering with local businesses, Churches, and individuals, FRM is searching for effective approaches to assist homeless individuals and families seeking to become self-sufficient.

Program Goals:

Upon completion of the Workplace Skills Training program, the student will be able to:

- Complete a portfolio including an honest and accurate application, resume, and cover letter. The participants will also demonstrate proficiency in interviewing techniques.
- Demonstrate team work skills using desirable work habits, attitudes, and following directions to the satisfaction of the instructor.
- Identify and demonstrate basic job retention skills.
- Demonstrate proper techniques in resolving workplace conflicts and situations.
- Demonstrate proper appearance, attitudes, courtesy as measured by passing an interview to the satisfaction of the employer and or instructor.
- Solve a variety of applicable business math problems.
- Research an appropriate entry-level job and prepare a report including labor market information, wages, and other factors relevant to the occupation in a fashion acceptable to the instructor.
- Demonstrate the ability to adhere to work place policies and procedures.
- Pass a basic vocabulary and reading comprehension test at a level acceptable to the instructor.
- Demonstrate ability to identify and use a variety of communication skills to sell self and a given product.
- Complete skills and interest inventories and other work related assessment tools.

Program Funding Sources:

Funding for the Workplace Skills Training program is provided by the Fairbanks Rescue Mission.

Program Outline:

The Fairbanks Rescue Mission believes that participants must be job ready before they can focus on career choices and learn the techniques that will result in employment. In this regard, The Workplace Skills Training program is unlike other employment and training programs, so clients are enrolled in an Integrated Individual Service Strategy program that results in a Track Plan and an Employability Development Plan.

When employment is obtained, FRM continues to support the participant's transition to independent living. For instance, the program may provide, when needed for employment specialized clothing and footwear when applicable.

Aftercare is provided for up to one year following employment. The program focus on early and prompt intervention to prevent loss of employment and assistance is adjusting to work and independent living.

Program Eligibility:

The Workplace Skills Training program does not target a particular segment of the homeless population. The program accepts all individuals – men, women, youth and Veterans who meet the basic program requirements:

1. Homeless
2. Unemployed or under employed
3. Job-willing
4. Referred by another community-based agency.

Program Tracks:

BUILDING MAINTENANCE WORKER

Building Maintenance Workers maintain and repair machinery, plumbing, electrical wiring, and the physical structure of commercial and industrial establishments, such as office buildings, factories, and apartment houses.

Building Maintenance Workers will be able to:

- Do routine painting
- Perform routine maintenance checks to ensure the building system operate smoothly and effectively
- Repair woodwork, plumbing fixtures, drywall, and plaster

- Inspect machinery and mechanical equipment for defects
- Replace rubber drive belts and other defective parts on machinery
- Clean and lubricate shafts, bearings, gears, pulleys, and other parts of machines
- Open clogged drains
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- Repair, replace and maintain electrical wiring, fuses, switches, motors and other fixtures and equipment
- Dismantle machines or equipment to repair defective parts and repair them
- Clean work areas as needed
- Notify management if there is a need for major repairs such as additions to lighting, heating, and ventilation equipment
- Test, replace, and install electrical circuits and fixtures
- Do routine and landscaping maintenance

Use common and power tools to help aid in performing certain duties or tasks Tools, equipment and materials used may include:

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| * Lumber & ladders | * Paint, thinner, & plaster |
| * Fuses & bulbs | * Paint brushes & sprayers |
| * Brooms, rags, & brushes | * Pipe and plumbing fixtures |
| * Cleaning solutions | * Electrical wiring & fixtures |

GROUNDSKEEPER

Groundskeepers maintain the grounds of industrial, commercial, public, or private properties keeping the grounds neat and the plant life healthy.

Groundskeepers will be able to:

Plan and cultivate lawns and gardens

Plant, fertilize, mulch, and water flowers, grass, trees, and shrubs

Cut lawns and prune trees and shrubs

Trim and edge around flower beds, walks, and walls

Rake and compost leaves and clean up litter

Shovel snow

Repair concrete or asphalt walks and driveways

Maintain small equipment

Apply pesticides and fungicides to destroy insects and diseases

The tools and equipment used may include:

- * Power mowers and tractors
- * Edgers and hand mowers
- * Cultivating and dusting machines
- * Sprinkling machines
- * Pruning shears
- * Hand sprayers and hoses
- * Blueprints
- * Hoes/Picks/shovels/spades/rakes
- * Power blowers & power trimmers

RECEPTIONIST AND FRONT DESK MANAGEMENT

Several phone lines are ringing, lights on the phone are blinking, coworkers are asking questions, and here comes a customer or client. How does the person manning the front desk of an office or business handle several people simultaneously with professionalism and poise? This fast-paced course is specifically designed to answer this and other important questions for those who work as an organization's first-impression representative at the front desk. In addition to learning the elements of effective verbal and visual communication, participants will find out how to expertly satisfy even the most demanding, difficult people without jeopardizing their health or safety.

Receptionist and Front Desk Managers will be able to:

- Describe the components of a professional image.
- Identify personal habits and behaviors that impede projection of a professional image.
- Understand that their work space is an extension of themselves and should reflect a professional image as well.
- Explain the connection between a professional image and exceptional customer service.
- Manage telephone communication with clarity, accuracy, and courtesy.
- Improve verbal communication with those they meet face to face.
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- Interpret visual language of others to determine how best to communicate with them effectively.
- Demonstrate improvement in their listening skills.
- Minimize interruptions caused by customers and coworkers in a tactful yet determined way.
- Implement strategies for dealing politely and successfully with discourteous, demanding, or dissatisfied customers/clients.
- Explain precautionary steps they should take in emergency situations that might compromise the safety of everyone in the workplace.
- Reduce stress and ward off “burnout” by practicing simple exercises they can do at home as well as at work.
- Develop a personal action plan to improve both their image and their customer service skills.

The following outline highlights some of the course’s key learning points. As part of your training program, we will modify content as needed to meet your business objectives. Upon request, we will provide you with a copy of the participant materials prior to the session(s).

Upon completion of the program, participants will have a clear understanding of the connection between a professional image and customer service. They will know improvements they can make in their appearance, verbal and listening skills, and physical work space to best enhance their own and their company’s image. They will also understand strategies for handling a variety of problematic situations ranging from mild interruptions to serious emergencies. With instruction in stress reduction techniques and development of personal action plans, they will be able to implement changes that should enable them to be exceptional representatives of their organization.

BUILDING INTERIOR CLEANER

House and Building Interior Cleaners are responsible for keeping buildings such as hospitals, offices, homes, and factories, in a clean and orderly condition for the occupants who work and live within them.

House and Building Interior Cleaners may:

Dust furniture, walls, machines, and equipment

Sweep, vacuum, mop, and wax floors and stairways

Polish metalwork

Clean bed frames and hospital rooms

Disinfect the areas cleaned

Make beds and turn mattresses

Empty wastebaskets and ashtrays

Clean sinks, mirrors, counters, lighting fixtures, and trim

Clean bathroom fixtures

Provide guests and occupants with clean towels and linen

Replenish other supplies, as needed

Arrange decorations, equipment, and furniture for banquets and social functions

Tools, equipment, and work aids used may include:

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| * Vacuum cleaners | * Ladders and scaffolds |
| * Steam cleaning equipment | * Hoses and Buckets |
| * Brooms, brushes, mops, and squeegees | * Cleaning cloths |
| * Disinfectants and cleaning solvents | * Wringers |
| * Electric floor polishing machines | * Scrapers |

CULINARY ARTS

The culinary arts training program integrates classical and modern culinary techniques with strong kitchen management and will help prepare students for various positions at restaurants, hotels, private clubs, resorts, food service and many other culinary-related businesses.

Culinary Arts program participants will have a:

- a 12 week internship to help enhance skills and career path
- professional instruction emphasizes the principles and procedures as well as the history, evolution, and diversity of culinary arts

- instruction from local chefs in preparing appetizers, soups, sauces, vegetables, garde manger, charcuterie, entrées, breads, pastries, and desserts
- valuable skills training in identifying, fabricating, and portioning meats, poultry, and fish
- opportunity to gain well-rounded business knowledge in sanitation, hygiene, safety procedures, cost control, human resource management, and styles of table service
- opportunity to learn the art of creating and scaling up breads, confections, custards, and more
- understanding of the business operations of the industry, such as management, finances, and marketing

AUTO DETAIL SCHOOL

What to Expect to Learn:

- Interior cleaning techniques for removing floor mats and debris too large to be removed with initial vacuuming.
- How to vacuum the interior thoroughly including under the seats, ashtrays and cracks of the seats.
- Pre-soaking of tough stains in carpets, cloth or velour seats.
- Deep cleaning of all carpeted areas and upholstery using the hot water extractor. Carpet extractors are an important tool for removing all sorts of tough stains, including grease, dirt and stubborn spills that have dried.
- How too quickly match colors when dyeing carpets that are faded or stained.
- Selecting the correct dressing for vinyl interiors that don't attract dust and the suns damaging UV rays.
- Tips for proper leather conditioning to help maintain the strength, beauty and utility of your customer's leather seats. Also covered are techniques for evenly distributing conditioner with special applicators for deep penetration, without leaving any greasy or tacky surfaces
- Techniques for eliminating tough cigarette and mildew odors
- Where not to apply dressing such as the gas pedal, brake pad or clutch pedal as they become slippery and hazardous
- Glass cleaning without leaving hazing or streaking

EXTERIOR CLEANING

- Preparing for The Wash
- Use of Power Washers
- Bug & Tar Removal
- Wheel Cleaning & Polishing
- Cleaning & Dressing Exterior Trim
- Door Jambs Degreasing
- The Engine Compartment
 - Cleaning the Engine
 - Dressing the Engine
- Proper Use of Polishers & Buffers
 - High Speed Polisher
 - Cyclo Dual Head Polisher
 - Orbital Buffer
 - Buffing Pad Selection
- What Detail Chemicals to Use for Correcting
 - Oxidized & Faded Paint
 - Water Spots
 - Overspray Removal
 - Industrial Fallout
 - Swirl Removal
 - Surface Scratches
 - Deeper Scratches
 - All Types of Paint Blemishes
- Attention to Detail Training – The Inspection Process

Exterior Cleaning involves washing the car; tire and wheel care and of course surface preparation and paint care.