



## Career Training Services

*Preparing candidates for employment*

### GROCERYworks:

With funding from the New York City Council, HOPE designed and launched an employer-driven training program to help qualified job candidates find, keep and advance in food retail jobs.

Candidates undergo eight weeks of full-time training which emphasizes:

- Customer service skills
- Conflict resolution techniques
- Job retention strategies

Hard skills instruction focuses on grocery store-specific skills such as:

- Understanding grocery store culture
- Cashiering
- Product recognition
- Maintaining store appearances
- Working in fast-paced environments
- Knowledge of environmental issues impacting supermarkets
- Food handling
- Occupational safety

### HOPEworks:

HOPE's 12-week training program was designed to prepare job candidates to gain and keep employment in a variety of industries. This program emphasizes:

- Customer service skills
- Conflict resolution techniques
- Job retention strategies
- Working in teams
- Attendance and punctuality

Hard skills training includes basic and advanced lessons in:

- Microsoft Office
- Typing
- Office Technology
- Use of specific cleaning equipment