

Work Readiness Trainings

Individualized, part-time trainings hosted in the departments listed on the opposite page and focused on soft skills. Certifications may be added for an additional fee.

Custom Schedules!

Soft-skill focus areas may include:

Customer Service

- Eye Contact
- Welcoming customers
- Answering questions
- Voice: tone, level, clarity, speed, etc.
- Non-verbal communication
- Phone etiquette (office & retail placements)

Communication

- Eye contact
- Answering questions
- Asking for help
- Talking to a supervisor
- Scheduling breaks
- Non-verbal communication
- Teamwork
- Work-appropriate conversations

Independence

- Completing tasks as assigned
- Asking questions about specific projects
- Working without direct supervision



To Register for a Work Experience Program
contact Pierre at pdillon@resourcevt.org or
658-4143 ext. 31.

Work Readiness Certificates

Certifications can be completed individually or folded into a Work Readiness Training.



Cash Register & Cash Handling Skills

6-9 hours, \$300, Burlington

Household Goods Store

- Counting float drawers
- Making deposits
- Familiarity with bills, coins, & tender
- Entering sales
- Counting change
- Issuing refunds
- Qualitative assessment of skills

Forklift Certification

3 hours, \$150, Burlington

Building Materials Store

- Classroom safety instruction
- Hands-on experience
- Industry-recognized certification test

A+ Preparation

2 full days for 6+ months, \$2000, Burlington

Computer Department

- Classroom & independent work
- Hands-on technical experience
- Books and study guides
- 2 Industry-recognized certification tests

Refrigeration Certification

30 hours, \$500, South Burlington

Large Appliance Repair Shop

- Classroom & independent work
- Hands-on experience
- Industry-recognized certification test

Customer Service Certification

10-15 hours, \$350, Any Department

- Classroom & independent work
- Hands-on experience
- Industry-recognized certification test

Training Departments

Retail (Burlington) Practice customer service skills essential for the service industry. Choose from one of ReSOURCE's two retail settings:



Household Goods Store: Deliver customer service to donors and shoppers in a busy retail setting. Training may include: intake, stocking, organizing, pricing, data entry, and typing.

Building Materials Store: Deliver customer service to donors and shoppers while processing a wide variety building materials. Training may include: hand and power tools, reading a tape measure, stocking, and organizing.

Office Administration (Burlington or South Burlington) Experience a busy office environment and learn administrative skills. Choose from one of ReSOURCE's two office settings:

Burlington: Deliver customer service to walk-in and phone customers. Training may include: Microsoft Office tools, data entry, typing, email, phone functions, and office equipment.

South Burlington: Deliver customer service over the phone, schedule appointments, and research parts. Training may include: data entry, office equipment, email, and phone functions.



Major Appliances (South Burlington)

Diagnose and repair washers, dryers, ovens, and refrigerators using industry recognized techniques. Learn basic electrical safety.

Computers (Burlington) Identify and/or test computer hardware parts and accessories. Practice critical thinking for the technology sector.

Electronics & Small Appliances (Burlington) Test, clean, and repair a variety of AV and small appliances. Learn basic electrical safety.

Woodshop (Burlington) Hone and practice basic wood-working. Additional training may include: power tool safety and creating and planning projects. Trainees must already be familiar with woodshop or a similar setting.

Overlook and Courthouse Cafés (Burlington) Practice customer service, master health code standards, and learn basic food preparation. Additional training may include: taking inventory, signage, and stocking.