Palmdale Works! Youth Job Academy

- Looking for a part-time job?
- Need help interviewing?
- Not sure where to start?

Register for the Palmdale Works! Youth Job Academy
This six-session course will help you find, apply for, and get ready for your first job. No prior experience necessary. This is NOT a job placement program.

UPCOMING SESSIONS:

**Session One:** Tuesdays and Thursdays, January 11 – 13, 2022  4:00 – 6:00 pm

**Session Two:** Tuesdays and Thursdays, January 18 - 20, 2022  4:00 – 6:00 pm

**Session Three:** Tuesdays and Thursdays, January 25 - 27, 2022  4:00 – 6:00 pm

To register visit:
http://www.cityofpalmdale.org/youth
Course Syllabus

“Let’s Talk About Me”

Topics to be covered:
A. The Importance of a Name in Customer Service
B. Distinguishing Yourself from the Pack
C. Choosing a Prospective Employer
D. The Application Process

“Hello, May I Help You”

Topics to be covered:
A. What Is Good Customer Service
B. The Difficult Customer
C. Working in Groups
D. Conflict Resolution

“Friends, Phones, and Functions”

Topics to be covered:
A. Friends at work – How It Can Impact You
B. Personal Responsibility
C. Personal Safety and Harassment
D. “All Other Duties As Assigned”

“Frontline Facts”

Topics to be covered:
A. Tales from the Trenches (Business Manager Panel)

“Showtime”

Topics to be covered:
A. Participate in Mock Interviews with Staff
B. Interview Debrief