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
February 4—20, 2020 4:00 – 6:00 pm

Session Two: Tuesdays and Thursdays
July 7-23, 2020 4:00 – 6:00 pm

Session Three: Tuesdays and Thursdays
October 6-28, 2020 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