



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: Mondays and Wednesdays
January 28 – February 13, 2019 4:00 – 6:00 pm

Session Two: Tuesdays and Thursdays
February 19-March 7, 2019 4:00 – 6:00 pm

No Cost to Register.
Available to Youth ages 15 - 18 years of age



CITY OF PALMDALE

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