

BEST Corp.

LOCAL 26 HOTEL TRAINING CENTER

Unlocking Your Potential





PRESIDENT'S MESSAGE

At its inception in 2004, Boston Education, Skills & Training (BEST) Corp. collaborated with the Greater Boston Hotel Employees Local 26 and Unite Here Local 26 to develop a plan to deliver quality language, skills, and literacy training, targeted specifically for the hospitality industry.

After an exhaustive needs analysis, program development, and hiring process, the vision grew in leaps and bounds in 2007 and 2008. New programs were designed and implemented to meet the growing and often changing needs of hotel/restaurant employers and employees. Grant proposals were written and funds awarded. Students learned new skills and gained confidence through such courses as *English for Hospitality*, *Introduction to Computers*, and *Basic Culinary Skills*. Hundreds are now on the road to self-sufficiency, citizenship, and professional advancement. Throughout this report you will read some of their stories.

These stories reflect those whose lives were positively changed through the education they received at BEST Corp. Their achievements and the success of BEST Corp. would not be possible without the continued and generous support of our original funder—**GBHE /Local 26 Trust Funds**—and the generous support of our community partners, private foundations, and state and local educational funding sources.

With a difficult economy and an increased need for training, BEST Corp. was able to rise to the challenge by adding classes in *Literacy, Reading and Writing Foundations*, and more levels of *English for Hospitality*. Add to the mix a diverse Board of Directors and an outstanding list of community partners, and you have a dedicated group of people all committed to the same mission—“*to provide individuals with the education, skills and training to excel in the hospitality industry and in their personal lives.*”

On behalf of the Board of Directors, I would like to congratulate the BEST Corp. team and all the 2007-2008 students, graduates, and new citizens, for pursuing their vision, reaching their goals, and achieving success. And a special thank you to all those whose resources—time, talent, and financial assistance—continues to support BEST Corp. programs, services, and students.

Sincerely,

A handwritten signature in black ink, appearing to read 'Karl E. White', with a long horizontal flourish extending to the right.

Karl E. White, President
Board of Directors
Managing Principal, Gracián & Co., LLC

EXECUTIVE DIRECTOR'S MESSAGE

During the past two years BEST Corp. experienced marked progress and tremendous growth. We learned a great deal and were inspired by many. We served more than 600 individuals in our various English, skills training, tutoring, career development, and citizenship preparation courses. We celebrated as students became American citizens, received nationally recognized safety certifications, advanced in their careers, and began new jobs in the hospitality industry.

We expanded our staff and our educational facilities. We built hands-on training classrooms and a computer lab that brought more students and new opportunities. In 2007-2008 we surpassed our strategic goals in all areas—programs, services, and funding.

With a difficult economy and an increased need for training, BEST Corp. was able to rise to the challenge by adding classes in *Literacy, Reading and Writing Foundations*, and more levels of *English for Hospitality*. In order to meet the hiring needs of our hotel partners we developed new skills training courses in *Basic Culinary Skills, Professional Food Server/On-Call Banquet Server Skills*, and *Room Attendant Skills*. We also hired additional employees and recruited volunteers to teach and provide tutoring services for courses in *Introduction to Computers, Advanced Computer Skills, English for Hospitality, Learn About Boston*, and advanced sections of hands-on skill training courses.

My gratitude and heartfelt thanks goes to the GBHE/Local 26 Trustees and the BEST Corp. Board of Directors for their leadership and guidance and for being an integral part of our mission, supporting us from the beginning, and continuing to offer a helping hand whenever and wherever needed.

My sincere appreciation and thanks also goes to all our funders for their generous financial and in-kind support, and to the numerous hotel managers and staff who continue to believe in us and support our work. To all our creative volunteers whose enthusiasm and hours of time help so many people in so many ways, you are a gift to this organization. And of course to our exemplary team of employees, I thank you for your ongoing dedication and commitment to the work we do at BEST Corp.

It is a privilege to work with all of you. I look forward to our continued joint efforts to help individuals in the hospitality industry reach their personal and professional potential.

Sincerely,



Marie F. Downey
Executive Director





Left to right: Diana Castillo Morales with Instructor Mary Cronin in the Hotel Training Center kitchen.

2007-2008 HIGHLIGHTS

- With funding from the Greater Boston Hotel Employees Local 26 Education Fund, BEST Corp. created office space, classrooms, a computer lab, a culinary and dining training space, and a model hotel bedroom and bathroom.
- The BEST Corp. staff grew from two full-time employees at the beginning of 2007 to a 2008 team of seven full time staff members, five part-time staff members, and several additional part-time teachers.
- BEST Corp. enrolled 450 participants in classes and tutoring programs.
- BEST Corp.'s career counselors helped numerous individuals interested in entering the field of hospitality to gain new employment while also assisting many others to advance their careers in the hospitality industry.
- With the help of BEST Corp. staff and volunteers, 35 BEST Corp. students passed the citizenship exam and are now United States citizens.
- More than 800 volunteer hours were provided by BEST Corp's dedicated tutors, computer lab assistants, and others.
- BEST Corp. was awarded several new grants to expand existing courses and design new training programs to better serve hospitality employees, employers, and those wishing to enter the hospitality industry. These grants include:

English for New Bostonians, The Boston Foundation

Increase available ESOL slots and expand the capacity of the volunteer tutoring program.

Empowerment Zone Initiative, Boston Connects Inc.

Provide English, job placement, and skills training services for Empowerment Zone residents.

Massachusetts Workforce Competitiveness Trust Fund, Commonwealth Corporation

Develop training and increase capacity in our *Room Attendant Skills*, *Basic Culinary Skills*, and *Professional Food Server/On-Call Banquet Skills* courses.

Neighborhood Jobs Trust, City of Boston Office of Jobs and Community Service

Provide skills training and job placement services to eligible Boston residents.

Safety Training Grant, Massachusetts Department of Industrial Accidents

Add cross cultural communication, food safety, ergonomics, and alcohol awareness modules to curriculum.

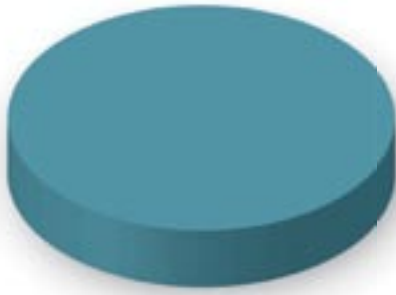
Workforce Training Fund, Massachusetts Department of Workforce Development

Meet demand for *English for Hospitality* classes for incumbent workers by adding new courses at the Beginning and Professional English levels and adding additional *Learn About Boston* classes.

*“Success was only possible
by working together to meet
the training needs of the hotel
industry.”*

Janice Loux
President, Unite Here Local 26

January 2007 – December 2007



■ Greater Boston Hotel Employees
Local 26 Education Fund

January 2008 – December 2008



■ Greater Boston Hotel Employee Local 26 Education Fund
■ Commonwealth Corporation—WCTF
■ City of Boston Office of Jobs and Community Services
■ The Boston Foundation—English for New Bostonians
■ Boston Connects Inc.
■ Massachusetts Department of Workforce Development
■ Massachusetts Department of Industrial Accidents

2007-2008 CONTRIBUTORS AND A LITTLE BIT OF HISTORY

The initial vision and continued support of the Greater Boston Hotel Employee (GBHE) Local 26 Trustees is what enables BEST Corp. to do the work we do. This partnership, strengthened by outside funders, allows us to impact the lives of those you read about in this report as well as thousands of other individuals with their own hopes, dreams, and goals.

In 1986, HERE Local 26 and select hotel partners established an employer-sponsored education fund to provide training to eligible HERE Local 26 members. In 2004 the trustees of the GBHE Local 26 Trust Funds, responding to a growing need for a skilled workforce proficient in English, made a decision to refocus energies. It was decided that the creation of a program offering contextualized English classes, skills training, industry specific certifications, computer training, and adult basic education courses would benefit employers and assist employees with career advancement.

BEST Corp. was hired to assess needs, broaden and strengthen partnerships, and seek public and private funds to reach these goals. The GBHE Local 26 Trustees made a long-term commitment to establish a Hotel Training Center for hospitality employees—and BEST Corp. was on its way. After identifying new funding sources and partners, a strong collaboration of committed individuals and organizations was created. We are tremendously grateful to the individual members of the Trust who were with us from the beginning and who continue to stand by us every step of the way.

We are also extremely appreciative of the generous support of all of our 2007-2008 contributors. Every financial grant and every gift of time continues to give us the opportunity to change lives. The success of our students is the direct result of your generosity. We thank each of you for making a difference to so many.

Funders and Supporters

Greater Boston Hotel Employees Local 26 Education Fund
Boston Connects Inc.—Empowerment Zone Initiative
City of Boston Office of Jobs and Community Services—Neighborhood Jobs Trust
Commonwealth Corporation—Workforce Competitiveness Trust Fund
Massachusetts Department of Industrial Accidents—Safety Training Grant
Massachusetts Department of Workforce Development—Workforce Training Fund
The Boston Foundation—English for New Bostonians

In-Kind Contributor

Daniel McDevitt



Left to right: Shi Chu Chen, Petrona Carmen Reyes, Ana Maria Garcia.

“Hard work, perseverance, the hunger to better yourself and others, with the right training, guidance, and support is the key to personal and professional growth.”

Tim Kirkpatrick
Director of Human Resources
The Boston Park Plaza Hotel & Towers

BEST Corp./LOCAL 26 EDUCATION & TRAINING PROGRAM

From the beginning, one of our major tasks was to develop a relevant, work-related curriculum. Fortunately, we received exceptional guidance and expertise from the Greater Boston Hotel Employees Local 26 Trustees, BEST Corp. Board of Directors, hotel managers, our staff and teachers, educational consultants, and, of course, our students.

Courses, Programs and Services

English for Hospitality

All English courses focus on the hospitality industry with an emphasis on speaking fluently, customer service skills, and a basic understanding of hotel positions and departments. *English for Hospitality* courses also integrate career ladder discussions appropriate to level of class. Classes meet twice a week for 12 weeks and are offered both day and evening.

Level 1 is for students with minimal or no proficiency in English. The class focuses on reviewing the alphabet, basic grammar, dates and times, common greetings, reading, writing, and asking clarifying questions.

Level 2 is for students who may be able to answer basic questions (name, address, telephone, etc.) but have limited grammar complexity and a limited ability to function in daily conversations. The focus is placed on learning hotel-related vocabulary, safety, and asking and responding to simple, work-related questions.

Level 3 is for students who are able to function in day-to-day work situations but may have difficulty understanding what others say and may have spoken grammar or pronunciation errors that impede understanding. Students learn through communicative activities that model real interactions with guests and co-workers. Describing job duties, giving directions, answering the phone and taking messages, giving safety warnings, conflict resolution, and similar topics are covered.

Level 4 is for students who can carry on lengthy conversations, but who do so with frequent errors, or for students who have a good grasp of English grammar but do not have the confidence to communicate with ease. The class focuses on building spoken English grammar and practicing new language skills in the context of a hotel or restaurant. Emphasis is placed on responding to customer requests, describing hotel amenities, giving instructions, responding to emergencies, and learning new language for front-of-the house positions.

Level 5 is for students who already have an advanced speaking level but desire to build confidence and professionalism in order to move into positions with more guest contact. The class gives advanced English learners an opportunity to refine their professional speech through public speaking exercises, reviewing advanced spoken grammar, conflict resolution role-plays, and similar topics. Computers are used in class to develop basic business skills.

Reading and Writing

Literacy is for students who cannot read or write in English and may or may not be able to read and write in their native language. Students may be of any listening/speaking level and may be native English speakers. Students learn letter-sound recognition, how to blend letters, recognize basic words, and write personal information. The class size is small to allow for personalized attention for each learner's needs.

Reading and Writing Foundations is for students who are at an intermediate or advanced speaking level but have much lower reading and writing skills. The class uses hospitality-related material to target spelling, sentence structure, punctuation, and basic writing weaknesses.

U.S. Citizenship Preparation: This class gets students ready to take the U.S. Citizenship exam. Topics include: reviewing history and civics, dictation skills, and the ten page N-400 application form. Students meet weekly, are given a reference book, and watch a DVD about the interview process.

Skills Training

Basic Culinary Skills: Students learn the composition of basic menus and recipes, weights and measures, kitchen procedures, safety, and sanitation. This course prepares students for an entry-level position in a hospitality industry kitchen while introducing them to the culinary arts profession. Students also earn a national certification in food safety.

Professional Food Server/On-Call Banquet Server: Students learn professional guest service and proper food server etiquette. This hands-on class is led by an experienced instructor. Students learn the setting, serving, and clearing of tables. They learn proper food safety standards and safe handling of alcohol procedures, earning national certifications in both areas.

Room Attendant: There are two *Room Attendant* courses. One class is for English speakers and a longer class is for non-native speakers. All students learn the proper methods to service a hotel room, bathroom, and general room attendant terminology as well as other topics such as ergonomics, cross-cultural communication, and work safety training. Each student also participates in a job-shadowing component in one of the key partner hotels.

Computer Training: There are two course levels of computer training: *Introduction to Computers* and *Advanced Computer Skills*. The introductory course covers basic skills such as using a mouse, Microsoft Word, formatting, the Internet, Google, and keyboarding skills. The advanced course covers PowerPoint, Excel, using e-mail, sending and opening attachments, and other PC-based applications. All classes are hands-on in the Hotel Training Center computer lab, which is equipped with twelve personal computers.

Career Counseling

Career counseling is available to any BEST Corp. student wishing to enter the hospitality field or advance in their career. Our career counselors offer assistance in assessing participants' skills, identifying training and job opportunities, resume writing, applying for jobs on-line and/or in person, and preparing for interviews. After job placement employees continue to receive services, including assistance with understanding their health and benefits package, and identifying career advancement strategies.



Left to right: Ana Castano with Instructor, Mercedes Ponce and Joanna Garcia



Suit Fong Moy setting the table with assistance from Constantina Cruz in the Hotel Training Center model dining room

“The hotel’s education program has given me a tremendous amount of strength and determination to go for it. I’m no longer afraid or hesitant to take another job. The class has given me the confidence that I can do anything I want to do especially when it comes to food and beverage. I have no doubt that whatever they put in front of me I can get it done and get it done right.”

Constantina Cruz
Omni Parker House

*Ayiik's children are very proud of her...
"My son even bought me a necklace."*



AYIIK DENGATEM

Omni Parker House

In 2005 Ayiik Dengatem arrived in Boston as a single mother with six children and no job. Growing up in the Sudan, she never had the opportunity to go to school. She could not read or write and spoke little English. With help from her cousin, she got a housekeeping job at the Omni Parker House. That first week she thought she'd never make it. "My supervisor helped me finish the rooms. I couldn't do it. I tried and tried. The next day I wanted to quit. My supervisor helped me. She told me I needed to try my best. I didn't even eat. She brought me food. Now she's my best friend. And now I can do the required number of rooms."

When Ayiik went to take her U.S. citizenship test she was told that she would not pass without reading and writing skills. She was discouraged. She came to BEST Corp. and learned how to read and write in BEST Corp.'s *Literacy* class. Ayiik passed her U.S. Citizenship Exam in July 2008.

Her children were very proud. "My children were so surprised. Some didn't believe it. My son even bought me a necklace. He told me to keep going to school, and if I didn't have money he would pay for a T-pass."

Whether going to school extra hours or finishing her own studies so she can help her daughter with her homework, Ayiik continues to be a role model.

"Now I can read and write my children's names. I can read the room numbers at the hotel. Sometimes a guest leaves me a note that they don't want sheets that day and I can read the note."

*Richard lives by the philosophy,
“Each One Teach One.”*



RICHARD BURNS

The Boston Park Plaza Hotel & Towers

Richard Burns is a graduate of the first *Room Attendant* class offered at BEST Corp. Richard has over ten years of experience working with youth and was most recently working for a security firm. When the security firm laid him off, he decided to make some major changes in his life to better equip himself to take care of his family and to prepare for his future retirement. He took a six-week employment training class at the Urban League of Eastern Massachusetts where he learned about BEST Corp. While taking BEST Corp.'s classes, he learned the practical skills of working as a room attendant: chemical and health safety, how to make a bed, how to clean a room, and customer service skills.

Richard graduated from BEST Corp. on a Thursday, he had a job interview at the Park Plaza on Friday, he attended the Park Plaza company picnic on Saturday, and he began work as a room attendant the following Monday. He makes a good hourly wage and gets full benefits.

Richard has a career path mapped out within the hotel industry and has already started applying for the next step on his career ladder. He also finds the time to help others. He encourages friends and family to take classes to improve their skill set and he comes back to support current BEST Corp. students. Richard lives by the philosophy, “Each One Teach One.” One of the greatest benefits of his new job, he says, is his ability to help others.

“I think this place is like my second family.”



OLIVIA CRISTOBAL

Colonnade Hotel

Olivia Cristobal has worked as a line cook at the Colonnade Hotel since her arrival in the United States in 2003. A native of Peru, Olivia spoke no English when she first came to the U.S. While working at the Colonnade, Olivia found out about her union benefits and started taking English classes. At first, she said, “I didn’t even know how to say ‘open’ so in order to hold an elevator open, I had to put my foot in the door.” Now I can say, “Please, please, wait for me.”

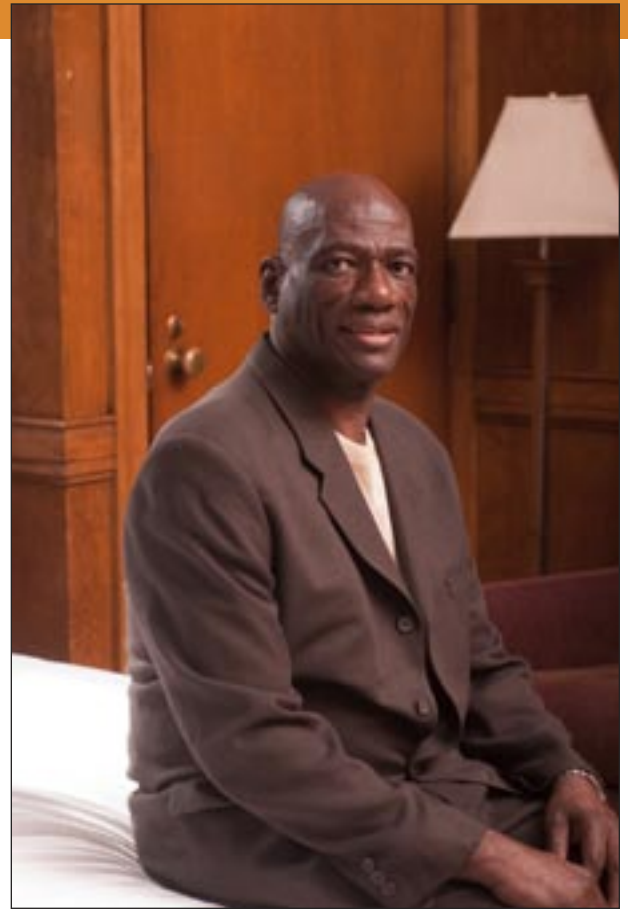
In addition to English and computer courses, Olivia completed the *Professional Food Server/On-Call Banquet Server*, *U.S. Citizenship Preparation*, and *Learn about Boston* classes.

With her new English skills and knowledge from the *Learn About Boston* class, Olivia says she can now help guests. “I can tell them about the Prudential Center, Chinatown, Beacon Hill, the different theaters, all the places in Boston.”

Olivia has come very far in her education and in her life. With assistance from the GBHE Trust Funds homebuyer program, another Local 26 hotel worker benefit, she recently purchased her first home. Working a full-time job and taking care of a family can make finding time for school an enormous challenge. But Olivia is committed to continuing her education by taking BEST Corp.’s higher-level classes.

“I want to learn more. I can do it. I think this place is like my second family.”

“I believe in myself more.”



ANDRE J. NOEL

Omni Parker House Hotel

A native of Haiti, Andre Noel is a well-known face around BEST Corp. As a hotel worker and Local 26 member since 1993, Andre takes full advantage of the union benefits and the services that BEST Corp. offers. He has moved up through the hotel career ladder and now works as a groundskeeper at the Omni Parker House Hotel. In addition to training new employees he makes sure that the outside of the hotel is clean, that packages are delivered, and trash and snow is cleared away. His hard work is noticed by many, including The Massachusetts Lodging Association who recently recognized Andre as “Lodging Employee of the Year.”

At BEST Corp., he completed English, computer, and culinary classes. Through the union education program, he studied for the citizenship exam and became a U.S. citizen. At his swearing in, the judge addressed the new citizens by saying, “You are a fellow American. Now that you’re a citizen, it doesn’t mean you’re done. America has given to you; you have to give back. You have to help each other. You don’t have to have money to help someone.” The judge’s speech “stuck in my head,” says Andre.

One of the ways that Andre “gives back” is by shopping, cooking and serving at the Haley House community kitchen in the South End. On the first Sunday of every month, the lines are longer because people know that Andre is cooking. Andre says, “The people at Haley House smile and say thank you. I enjoy seeing them eat. Everybody respects each other. That’s what makes me go there every day. God keep me in good health so I can always go.”

Andre recently passed the NEHA (National Environmental Health Association) food safety exam at BEST Corp. He credits the BEST staff with boosting his self-confidence and helping him meet his goals. Since he’s come to BEST, he says, “I believe in myself more. BEST Corp. is my family. I’m comfortable coming here. Everyone is wide open to help me.”



CHRISTIE NADER

Volunteer

In September of 2007, Christie Nader answered an ad on volunteermatch.org for a tutor at BEST Corp. Thus began an active and fruitful relationship. Christie began tutoring students in English and literacy. Eventually she volunteered to assume the task of teaching a complete *U.S. Citizenship Preparation* class.

Christie always went beyond the call of duty when preparing for the classes she taught. When assisting students who were getting ready to take the U.S. Citizenship Exam she was often found researching articles of the Constitution or searching for each student's state representative.

Christie marvels at her students' commitment. She says, "I was impressed with how motivated my students were and how willing they were to help each other."

All of Christie's students who took the exam passed and are now voting, active, involved U.S. Citizens. Students who passed the exam returned to Christie's class (with goodies) to celebrate and share their success with their fellow students.

Volunteering at BEST Corp. made a significant difference in Christie's life. She loved teaching students and preparing them to become U.S. Citizens, but during her time at BEST she realized she also wanted to help in other ways. Christie says, "I realized that I could answer their questions about civics and history, but I was not able to answer their questions about the law." She is now enrolled as a full-time law student at Suffolk University with a concentration in immigration law.

MARIE NAPIER

Instructor

Marie Napier wears many hats at BEST Corp. In each role she brings years of experience and knowledge to the table.

Marie taught English in Japan and at Boston's Showa Institute. In January 2007, she joined the BEST Corp. team as an *English for Hospitality* instructor. Marie's natural teaching talent creates an environment where students take great learning risks and readily achieve success. Marie's classes are known as the "loud classes." It is not Marie's encouragement the staff overhears, but rather the sounds of students laughing, talking, and sharing their newly acquired English speaking skills.

Marie is a hands-on instructor. Through her work at the Sheraton Boston Hotel & Towers she fields a daily dose of customer service challenges. She brings these real-life work situations to the classroom where her students obtain the benefit of role-playing actual guest relations scenarios.

Marie is also an active member and shop steward of the Local 26 Hotel Workers Union. She understands hotel workers' concerns and knows the best ways to guide students to the union services and programs that will help improve their lives.

What Marie enjoys most is drawing on the students' personal experiences and challenges. She then incorporates new language skills into class discussions to enable students to better understand their situations. "Sometimes," Marie says, "I can help a student with a problem just by picking up the phone and making a phone call or explaining something that we take for granted but is unknown to them. This is what I love about my job. I can see immediate results from my efforts."





Front row: Nelly Chan
 Middle row, left to right: Andrea Jackson, Teresa Howe, Marlene Moise, Mary Cronin, Michael Bartlett, Rachel Ravan, Dot Downey, Raymond Lui, Marie Downey
 Back row, left to right: Joe Coughlin, Joan Abbot

2007-2008 STAFF

Our office is often talked about as a “second home” by many of our students. We are proud to have a staff that is committed to education, excellence, and the BEST Corp. mission.

Administrative and Program Staff

Marie Downey: Executive Director
 Joan Abbot: Assistant Director
 Rachel Ravan: Director of Workforce Development
 Joseph M. Coughlin: Financial Controller
 Michael Bartlett: Skills Training Program Manager
 Teresa M. Howe: Career Counselor
 Andrea Jackson: Program Coordinator
 Mary Cronin: Career Counselor/Instructor
 Dot Downey: Career Counselor/Instructor
 Marlene Moise: Intake Specialist
 Diane Terry: Coordinator of Volunteer Services
 Emily Caulfield: Office Assistant
 Patrick Yu: Office Assistant

Instructors

Minoo Ardeshiri
 Jody Blackwell
 Nelly Chan
 Robert Fleiss
 Martha Goldberg
 Brandon Headrick
 Anjuli Judge
 Kerry Mooney
 Malgorzata Mroz
 Marie Napier
 Donna Noonan
 Krina Patel
 Mercedes Ponce
 Paula Sandoval
 Elizabeth Santiago
 Jonathan Schneider
 Ian Seale
 Margaret Shepeck

Social Service Consultants

Nelly Chan: Social Worker/Instructor
 Judy Sealey: Social Worker

Business Consultants

Janine Fay
 Larry Meyer
 Executive Service Corps of New England:
 Ellen Citron
 Joel Corman
 Marty Saffer

2007-2008 VOLUNTEERS

With an increasing need for training and services, the time our volunteers spend with students is invaluable. Our volunteers assist BEST Corp. students to excel not only in the classroom, but also as hotel employees and as new U.S. citizens. BEST Corp. and our students are fortunate and grateful to have had the opportunity to work with you.

Ames Abbot
 Serena Alterman
 Hillary Baumann
 Emily Caulfield
 Angela Chow
 Danielle Erdmann
 Elizabeth Farrelly
 Tara Fuller
 Christopher Gelormini
 Saumia Johnson
 Marshall Lee
 Erin Lenzing
 Hon. Andrew G. Meyer
 Christie Nader
 Victoria Nguyen
 Melissa Rademann
 Marie Rimshaw and the Emerson College
 Speech Pathology Department
 Bonnie Rubrecht
 Susan Sardina
 Masha Sukher

LOOKING AHEAD

The past two years at BEST Corp. were highly successful. To continue our progress and grow stronger in service to our students and partners, BEST has the following goals:

- Honor the achievements of BEST Corp. students and the power of our partnerships by hosting a celebratory event.
- Develop and offer Pre-GED and GED classes.
- Expand physical classrooms and office space.
- Expand computer lab use to reach more students and create opportunities for individualized and distance learning.
- Increase the job-shadowing component of the *Room Attendant* course to two weeks.
- Develop partnerships with higher education institutions to explore providing college credits for BEST Corp. courses.
- Develop new skill certifications (doorman, bartender, barista, etc.).
- Provide additional professional development opportunities for staff.
- Continue to research, identify, and obtain new funding and long-term resources.
- Respond to requests to share and train others in BEST Corp.'s "Best Practice Hospitality Education Model."
- Increase visibility, recruitment, corporate, and community involvement through public relations and marketing activities/programs.



Jacqueline Joseph in the Hotel Training Center model guest room.

“Providing outstanding service to our customers, guests, and clients is the goal that we share, and we have to collaborate to achieve this goal. On a personal level volunteering at the educational center helped me to better understand the challenges employees face and to see what a true benefit BEST Corp. is for them.”

Hillary Baumann, Human Resource Manager
J.B. Hynes Memorial Convention Center and
Boston Convention & Exhibition Center
ARAMARK Sports, Entertainment & Conventions

BOARD OF DIRECTORS

BEST Corp.

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Page 6 photo of Shi Chu Chen, Petrona Carmen Reyes and Ana Maria Garcia by Mimi Bernardin
Page 7 photo of Ana Castano, Mercedes Ponce and Joanna Garcia by Ashley Smuts

Cover Photo #1, left to right: Dianna Castillo Morales, Jerry LeShore, Andre J. Noel
Cover Photo #2 left to right: Yan Qing (Joyce) Wu and Marie Napier
Cover Photo #3 left to right: Jimmy Chin, Dablah Eklou, Shu Xian (Sandy) Cheng, Joy Macchodi

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Boston Education, Skills & Training (BEST) Corp. Local 26 Hotel Training Center is an independent non-profit organization focusing on the workforce development needs of the hospitality industry. Our mission is to provide individuals with the education, skills & training to excel in the hospitality industry and in their personal lives.

