

# President's High Growth Job Training Initiative

## *Hotel TEACH*

**Grant amount:** \$494,386

**Grantee:** LaGuardia Community College

**Key partners:** Jamaica Workforce 1, Ramada Plaza Hotel, Sheraton LaGuardia, National Retail Federation Foundation and American Hotel & Lodging Association Educational Institute

**Leveraged amount:** \$212,021

**Location of Grant Activities:** Long Island City, New York

### **Challenge:**

English proficiency is a key challenge for hospitality industry employers because a large percentage of their workers do not speak English as their primary language. In addition, the industry has difficulty finding workers who possess basic "soft skills," which are a prerequisite for success in customer service-oriented fields like hospitality.

### **Addressing the Challenge:**

Through the development of a new language curriculum, LaGuardia Community College (LCC) will instruct limited English proficient (LEP) individuals while providing them with the occupational skills for hospitality employment. The project will utilize voice recognition technology to develop industry-specific training tools such as accent reduction software. The grant calls for a replication guide and the establishment of a national forum for professionals involved in promising initiatives that combine skills training with language instruction.

### **Projected Outcomes:**

- Train at least 40 limited English proficient individuals ;
- Place at least 75 percent of trainees in hotel jobs with employer partners;
- Test three new instructional materials designed to support LEP individuals;
- Develop an innovative, replicable curriculum that will simultaneously address English proficiency and soft skills for hotel workers; and
- Establish a national workgroup to advance and replicate English training for use in the hospitality workplace.



EMPLOYMENT AND TRAINING ADMINISTRATION  
UNITED STATES DEPARTMENT OF LABOR

*Hospitality Industry Demonstration Grants  
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