The National Statler Center for Careers in Hospitality Service
Volume 3 Number 4
E-Newsletter July 2008

The National Statler Center for Careers in Hospitality Service prepares people with physical disabilities and/or visual impairments for exciting careers in the hotel, travel, and customer service business. Since 1999, more than 265 people have graduated the program and more than 84% of our graduates have found employment.

NEW PHONE NUMBERS AND TELEPHONE CHANGES AT STATLER AND OLMSTED CENTER
Through a GENEROUS donation from the Avaya Foundation, the Statler Center was able to secure a completely new and ultra-modern telephone system. The entire Olmsted Center, including the Statler Center, has received new state-of-the-art telephones complete with cordless headsets. We were also given the equipment for a new call center and a call center training lab (which STEP currently occupies). The call center will enable STEP and Statler to train visually impaired and otherwise disabled students in our training lab and then provide the graduates with job opportunities in a live call center to give them the experience to go out and pursue other positions in the many call centers that are ALWAYS looking for trained agents with experience.

Please note our new direct dial numbers (Our ‘old’ three digit extensions will not work but our main line is fully operational)
Renee Diflavio Senior Vice President of Employment & Rehabilitation Services 716-888-4627
Jeffrey Hirschfelt Director Statler Center and Olmsted Institute of Business & Technology 716-888-4631
Mary Ellen Mest Project Manager of New Initiatives 716-888-4637
Graduation Thursday, August 7th

You are invited to attend the next graduation of the Statler Center and the STEP classes. Graduation starts at 3:00 PM and we will have refreshments at 4:00 PM. Please come and celebrate the hard work of both classes. Please RSVP to Steve at 716-888-4645.
STEP:
Seated: Tim Runyan and Laddie; John and the late Wayne Borer
First Row: Sharon Weber, Diane Koenig, Petra Johnson
Second Row: Sterling Smalley, Christopher Koenig, Matthew Coffman
2008-09 CALENDAR
Ongoing  Accepting applications for Statler Center,
STEP and OIBT classes rolling enrollment
August 07, 2008  Statler and STEP Graduation
September 3, 2008  Statler Buffalo class begins
September 10, 2008  Statler with the Lighthouse of Central Florida
class begins
September 29, 2008  Statler Training and Employment Training
(STEP) Begins
November 13, 2008  Statler and STEP Graduation
November 20, 2008 Statler with the Lighthouse of Central Florida Graduation
January 07, 2009 Statler Buffalo class begins
Early 2009 Statler with the Lighthouse of Central Florida class begins

The National Statler Center for Careers in Hospitality Service is located at 1160 Main Street in Buffalo, New York. You can contact our Admissions Department at 716.888.4641. You can apply online at www.StatlerCenter.org or dpotocki@StatlerCenter.org

STEP
The second Statler Training and Employment Program class in Telephone Banking Call Center ended this month, and it was very successful! The next class is scheduled for September 29th. If you are interested in working with Statler as a corporate partner in training, or are interested in attending the 7-week course, please contact Mary Ellen at 716-888-4637 or mmest@statlercenter.org

Please visit our web site at www.OlmstedInstitute.org. We can assist in all levels of computer training from beginner, intermediate to advanced classes. Please call to find out if your organization qualifies for a free computer class.
Jeff 716-888-4631

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