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# STATLER CENTER

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## *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

Chaunci Hinton	Career Services Counselor 716-888-4629	
Linda Marotta- Moore Trainer	Technical Computer 716-888-4635	
Joe Walters	Technology Specialist 716-888-4643	
Dave Potocki	Career Services Advisor 716-888-4641	
George Lama	Manager, Information & Assistive Technology 716-888-4633	
Jennifer Beard Coordinator	Program 716-888-4625	
Steve Zambito Manager	Office 716-888-4645	
Dan O'Brien Consultant		716-888-4639

**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



Statler:

Seated: Mary James, Philip Arcusa

First Row: Dawn Bender, Carmen Tavares

Second Row: Christal Swanepoel, Tommie Johnson IV, Robert Edmondson

### **2008-09 CALENDAR**

<b>Ongoing</b>	<b>Accepting applications for Statler Center, STEP and OIBT classes rolling enrollment</b>
<b>August 07, 2008</b>	<b>Statler and STEP Graduation</b>
<b>September 3, 2008</b>	<b>Statler Buffalo class begins</b>
<b>September 10, 2008</b>	<b>Statler with the Lighthouse of Central Florida class begins</b>
<b>September 29, 2008</b>	<b>Statler Training and Employment Training (STEP) Begins</b>
<b>November 13, 2008</b>	<b>Statler and STEP Graduation</b>

**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 on line at [www.StatlerCenter.org](http://www.StatlerCenter.org) or [dpotocki@StatlerCenter.org](mailto: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](mailto:mmest@statlercenter.org)



**Please visit our web site at [www.OlmstedInstitute.org](http://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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