

STATLER CENTER

The National Statler Center for Careers in Hospitality Service

A Program of the Olmsted Center for Sight

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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 businesses, including our most recent specialty: contact/call center training. Since 1999, more than 350 people have graduated the program and more than 82% of our graduates have found employment.

Train Today. Hired Tomorrow!

The Statler Training & Employment Connection

Statler Center is an exclusive recipient of a New York State career training program for blind and visually impaired individuals. Statler was selected by the New York State Commission for Blind and Visually Handicapped (CBVH) because of our proven 10 year history of success exemplified by our 82% job placement rate for graduates. Our UNIQUE seven-week program provides unparalleled training in Customer Service skills for:

- Contact Centers
- Transportation services

- Communications
- Finance office
- Medical office
- Skills transferrable to many offices and industries

Curriculum includes:

- Assistive technology training in Word, Excel, Outlook, Internet
- Business skills such as writing, grammar, math, office etiquette
- Resume writing, interview skills, job search techniques

Job Placement Services include:

- Job searching, on-line and manual application procedures
- Interviewing and follow-up techniques
- Job Support Specialists for assistive technology at the employment site

Apply on-line at <http://www.OlmstedCenter.org/Home/StatlerCenter/HowtoApply> or by calling Mary Ellen Mest at 716-888-4637 or mmest@StatlerCenter.org.

Contact Center Embraces Client Needs

Olmsted Contact Center Manager Imtiaz Khan has 15 years of contact center experience in the US and abroad. Khan has experience ranging from needs-analysis to opening new Centers. He has implemented campaigns handling more than 200,000 customers including industrial, medical, legal, service businesses and more.



Khan, Contact Center Manager

Khan's cutting-edge technical skills, as well as his commitment to training and the organizational development of his agents, is complimented by his business acumen which ensures great results and return on investment for every project. A recent manufacturing client John Ebrel, from Ebrel Iron Works said, "The success of our project with the Olmsted Contact Center is due in great part because Khan embraced our needs completely. He really learned about our product, inside and out. He transferred this knowledge to his agents, who then spoke with confidence and authority about the product to the sales leads we sought." For more information, contact Jeff Pease at 716-888-4526 or jpease@OlmstedCenter.org.

Business Increases for Contact Center Clients

The Olmsted Contact Center, staffed by qualified Statler Center graduates, provides an array of contact (call) center services to help businesses grow. Our contact agents are creating very detailed prospecting lists for businesses who know the value of target marketing. Agents also will contact those prospects to confirm information, determine the best decision maker, and gather important information about that individual and the company. Our agents also introduce products or

individual and the company. Our agents also introduce products or services to key decision makers, and pave the way for the client to set appointments and conduct sales calls.

Our clients are reporting increases of sales quoting opportunities of up to 1000% in one case, and another client asked us to put a hold on our contact outreach because they were being overwhelmed by new sales opportunities. A recent client boast an increase of 34% in the month of December 2009 directly related to the contact center.

For information using the Olmsted Contact Center, call Jeff Pease at 716-888-4526 or jpease@OlmstedCenter.org.

Statler Meets with Conrad Hilton Foundation





Late last month, Statler's Renee DiFlavio and Dan O'Brien, met with Brad Myers and Steve Hilton of the Conrad Hilton Foundation. They discussed progress of Statler's training and graduates, and opportunities for future endeavors. The Conrad Hilton Foundation has generously supported the National Statler Center for Careers in Hospitality Service for many years.

2010 STATLER CENTER CALENDAR

- May 18, 2010 Statler Hospitality begins in Buffalo, NY
- July 29, 2010 Statler Graduation 4:00 PM
- July 29, 2010 **Statler 10th Anniversary Celebration 4:00 PM**
- July 12, 2010 Statler Training and Employment Connection
begins in Buffalo, NY (**NEW PROGRAM BEING OFFERED**)**
- August 27, 2010 Statler Training and Employment Connection
Graduation**
- September 8, 2010 Statler Hospitality begins in Buffalo, NY
- November 18, 2010 Statler Graduation





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