

## A BETTER WAY TO ATTRACT & RETAIN HIGH POTENTIAL FRONT LINE EMPLOYEES

*Scalable, affordable online training and upskilling solutions for pre-hires, new hires & incumbents*

As the trusted partner for hundreds of leading employers, Penn Foster’s online retail and hospitality training solutions address the growing shortage of front line workers. Our online training provides a breakthrough solution that helps employers better attract and retain talent by defining career pathways for workers.

With wrap around support services designed to motivate and support the working learner, the fully scalable training programs address the unique needs of both the front line learner population and hospitality and retail employers.

## TRAIN FOR HIGH NEED HOSPITALITY & RETAIL POSITIONS



Guest Service Agent



Retail Supervisor



Hotel/Restaurant Management



Human Resources

### Hospitality & Retail Competencies and Career Pathways

### Foundational Workplace Competencies

#### INDUSTRY-SPECIFIC SKILLS

Gourmet Cooking Certificate

Human Resources Management Essentials Certificate

Retail Industry Fundamentals Credential

#### CAREER DIPLOMAS

Guest Service Agent Career Diploma

Hotel/Restaurant Management Career Diploma

Travel & Tourism Specialist Career Diploma

Caterer Career Diploma

ABC® Certified Wedding Planner Career Diploma

Retail Supervisor Career Diploma

#### COLLEGE

Undergraduate Certificate in Human Resources

Interior Design Associate Degree

Fashion Merchandising Associate Degree

Retail Management Associate Degree

#### HIGH SCHOOL

High school diploma with a Culinary Arts concentration

#### SOFT SKILLS

Communication

Adaptability & Flexibility

Professionalism

Reliability

Lifelong Learning

Teamwork

Planning & Organization

Problem Solving & Decision Making

Working with Tools & Technology

#### ACADEMIC SKILLS

Numeracy & Literacy Foundation

Computer

#### CROSS-INDUSTRY SKILLS

Supervisory

Microsoft® Office

Business Management

Spanish

## PARTNER SPOTLIGHT

Penn Foster helps leading employers build quality talent pipelines, reduce turnover costs, and enhance overall productivity.



*Within a few months of the launch, 750 people enrolled in the Retail Industry Fundamentals program and 93% of learners who completed reported they achieved their goals.*

## WORKFORCE SOLUTIONS GREATER DALLAS

*Through the Retail Pay\$ program, Workforce Solutions Greater Dallas will reach 80+ local retailers with the goal of seeing 850 enrolled employees.*

## DELIVERING SUPERIOR VALUE FOR BOTH EMPLOYERS AND LEARNERS



### Expert Level Insights:

Online diagnostic tools and expertise in solution design sets context for ROI; includes recommendations on sponsorship funding levels, eligibility, program options, pricing and delivery models.



### Marketing & Engagement Expertise:

Leveraged capabilities of Penn Foster consumer marketing engine generating 1 million leads/year.



### Multi-channel Learner Support:

Award-winning support for learners - coordinated human and tech enabled efforts to overcome academic, financial, technical, and motivational barriers.



### Competency Based Mobile Learning Platform:

Designed for working learners, for anytime, anywhere access to course materials; supports evidence of incremental skills attainment.



### ROI Impact Analytics:

Metrics-driven approach to tracking and measuring established business and learner KPIs across retention, recruitment, productivity, career mobility.

## LEARNER OUTCOMES



### Improved Performance

Learners feel they perform their job better or on-par with their coworkers.



### Career Mobility

Learners report a positive change in job status (promotion, more responsibility, increased pay.)



### Increased Confidence

Learners report being more confident in their skill sets and ability to succeed in the workplace.

### CAREER LINK: Employment Matching

Our Career Link program enables employers to connect with hundreds of thousands of Penn Foster students and graduates to help build their talent pipeline and fill in-demand jobs.

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