



# ClimbHI Service Excellence Certificate

The ClimbHI Service Excellence Certificate, developed for the Hawaii Department of Education (DOE) Career and Technical Education (CTE) program, has reached 2,238 students statewide since it was launched in early 2020.

The Service Excellence Certificate helps graduates be more workforce ready. The curriculum was exclusively developed in partnership with the School of Hotel Administration at the Cornell SC Johnson College of Business, one of the leading hospitality administration programs in the world. Upon completion of the 9 module, on-demand training, students receive a Service Excellence Certificate of Achievement from Cornell University and ClimbHI. Courses cover skills development, managing customer interactions, and Aloha Spirit Law as outlined in the Hawaii Revised Statutes.

Over the 2022-2023 academic year, 708 participating students in grades 9-12 at 17 high schools statewide were sponsored through generous donations from 24 partners totaling nearly \$56,000. Approximately \$177,000 has been raised for program participants in the past 3 years.

Mahalo to our 2022-2023 partners and schools for their generous support of this program.



# List Of Participating Schools And Businesses



Kohala High School

Kapolei High School



## Participating Businesses/Individuals:

- AES Clean Energy
- Andaz Maui at Wailea Resort
- Aulani, A Disney Resort & Spa
- Bambi Lau
- Castle Hospitality Group
- Embassy Suites by Hilton Oahu Kapolei
- Fairmont Orchid, Hawaii
- Four Seasons Hualalai
- Four Seasons Resort Maui
- Four Seasons Resort O'ahu at Ko Olina
- Hilton
- Ko Olina Resort
- Koloa Landing Resort at Poipu, Autograph Collection
- Marriott's Ko Olina Beach Club
- Maui Hotel & Lodging Association
- Maui Visitors and Convention Bureau
- Outrigger Hospitality Group
- Prince Waikiki
- Springboard Hospitality
- The Ritz-Carlton Maui, Kapalua
- The Ritz-Carlton Residences, Waikiki Beach
- The Royal Sonesta Kaua'i Resort Lihue
- Waikoloa Beach Marriott Resort & Spa
- Wailea Beach Resort

## Participating Schools:

- Hilo High School
- Honokaa High and Intermediate School
- James Campbell High School
- Kahuku High & Intermediate School
- Kapolei Charter School
- Kapolei High School
- Kauai High School
- Kealakehe High School
- King Kekaulike High School
- Kohala High School
- Lahainaluna High School
- Lana'i High and Elementary School
- Maui High School
- Moloka'i High School
- Pearl City High School
- Waianae High School
- Waipahu High School



# Mahalo from Educators



Kohala High School

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“Your generosity allowed the students to focus on their learning journey by not having to worry about the expenses of the course. Your investment in their education demonstrates your dedication to empowering the next generation. Thanks to your support, my students have gained a deeper understanding of the significance of customer service. They have not only developed crucial skills, but have also grown in confidence and professionalism. The impact of this experience will extend far beyond the classroom, as they embark on their future careers.” **Florence Ka’ai, Educator from Kohala High School**

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“My students have little to no experience in any sort of formal customer service. It was helpful to have a curriculum that put into words the casual exchanges they may encounter within their families and experiences. Each student definitely grew in their awareness of how they interact with others and they understand how they may be better prepared for situations. Discussions around this curriculum have definitely sparked more conversations on professionalism and how we can each be better. We appreciate your generosity and look forward to your continued support.” **Maliekekaimaika Ward, Educator from Moloka’i High School**

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# Mahalo from Students

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“I learned so much about service excellence and how to treat customers in the workplace. I learned how to work as a team and become a better employee in my current job. I will take all of this gained knowledge to help me in my future careers. All of the courses taught me how to act properly towards customers. I will now be able to add the Service Excellence Certificate to my resume to help me get good jobs. I will continue to use this knowledge throughout my life and pass it down to others. Thank you for allowing me to learn so much.” **Kyra Hall, Student from Kahuku High & Intermediate School**

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Kapolei Charter School



Kapolei Charter School

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“Through this training I was able to learn about the key aspects that make a great service provider. I found the PERC toolkit the most helpful to better understand good customer service because this toolkit fits both the professional and personal parts of my life. I am the president of Kapolei High School’s DECA and the toolkit aided many of my members who were competing in Hospitality to advance to state finals. In addition, I was able to apply what I learned in my everyday life to improve my communication skills with others.” **Fynesse Alvaro, Student from Kapolei High School**

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Pearl City High School





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“Personally, this opportunity opened a new door for me. After I decided to take a gap year after graduation, I wasn’t sure exactly what I wanted to do or what I could do because I didn’t have many unique experiences on my resume. Being able to add the service excellence training program to my resume made me feel much more confident and comfortable to start working. I have already applied to multiple jobs with the training listed on my resume, and I am aiming to use what I have learned to work in the hospitality industry of Hawaii.” **Harlee Boyce, Student from Kapolei Charter School**

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“While watching and doing the lessons of the certificates, I have learned quite a lot about the hospitality industry, and what customer service is. Although I am still thinking of what kind of career I want to do, I was still able to get an opportunity to learn something that is required in all different types of jobs which gives me preparation for the future. I have picked up a lot about the skills on how to give excellent customer service. I also learned how to connect with customers and make sure I present myself in a welcoming professional manner towards them.” **Gianna Belle Collado, Student from Pearl City High School**

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“Since completing the program it has helped me gain more knowledge about working with others. I currently work at Aiea Bowl as a cashier and it has opened my eyes to things I could fix when I am working. Working with other people, mannerism plays a big role. I put a little more effort in how I dress, and most importantly body language. Even though it can get a little busy at my job, I make sure that my posture is always welcoming to customers and not showing them I am tired. This program that I was fortunate enough to take, has taught me a lot and how I can transfer my knowledge into my work. I hope that this won’t be the last opportunity for Pearl City High School students to have this training.” **Shilee Scanlan, Student from Pearl City High School**

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Maui High School



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“Living in the presence of Aloha is beautiful and essential. The information in the training was very helpful especially explaining the acronym of ALOHA. The values stood out to me because it made me realize there’s many different ways to share aloha besides showing love.” **Angilina Shaw Burrows Agapay, Student from Maui High School**

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“Thank you so much for this opportunity to follow, learn and progress using your informative modules. I found them very helpful and I learned a lot of things that I was completely unaware of. For example, I have lived in Hawaii my whole life and did not know how many different versions of aloha there are, thank you for this amazing learning experience.” **Hudson Conmy, Student from Maui High School**

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Waipahu High School



Waipahu High School

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“As a sophomore in high school I am still deciding my future career aspirations. This program has taught me that whatever field I choose to work in, all employees use customer service. It’s a key component to be knowledgeable about such a universal topic. Through this program I have gained the knowledge and skills needed to exceed customer expectations. This summer I hope to apply and receive my first job. Thanks to the certification in customer service excellence I feel both prepared and confident to work with others. I also believe that being certified will help me stand out against other applicants. I look forward to using what I’ve learned, in every aspect of my life. Once again, thank you for your kindness in supporting me and my classmates.” **Ayva Bautista-Barnard, Student from Waipahu High School**

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Reach out to [info@climbhi.org](mailto:info@climbhi.org) for more information on student sponsorships or training enrollment.

<https://climbhi.org/programs/lei/certificate-of-service-excellence/>

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