



# ClimbHI Service Excellence Certificate

ClimbHI developed a Human Services (Business and Hospitality) Pathway On-Demand Certificate for high school students throughout the state under a contract with the Hawaii State Department of Education (DOE) and with support from the Hawaii Tourism Authority (HTA). The Service Excellence Certificate of Achievement curriculum provides fundamental skills for employment in the hospitality industry and beyond. The training marries Hawai'i's unique philosophy for world class service rooted in the Hawaiian culture with world renowned hospitality education from Cornell University.

With support from the following entities, 1,400 high school students and teachers from 21 high schools across the state were afforded the opportunity to complete the training and receive certificates:



# Student Feedback

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“In this training I learned that people working in this industry do a lot more than what other people see.”

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“My key takeaway is that you are the person that will either make the guests’ trip great or not. Your attitude towards them will be a big factor on their emotions too.”

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“From this training I learned a lot about the do’s and don’ts of customer service, especially the before, during and after interactions with guests.”

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Thanks for creating this program for the keiki of Hawai’i. The videos have lots of information, tools, and techniques to help us all provide excellent service and connect to Hawai’i’s culture. I’ll utilize these skills and strategies in my everyday routines.

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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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