

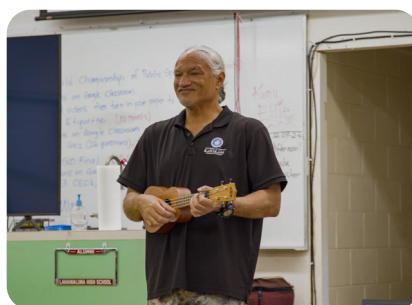


## ClimbHI Service Excellence Certificate 2024-2025 School Year Recap

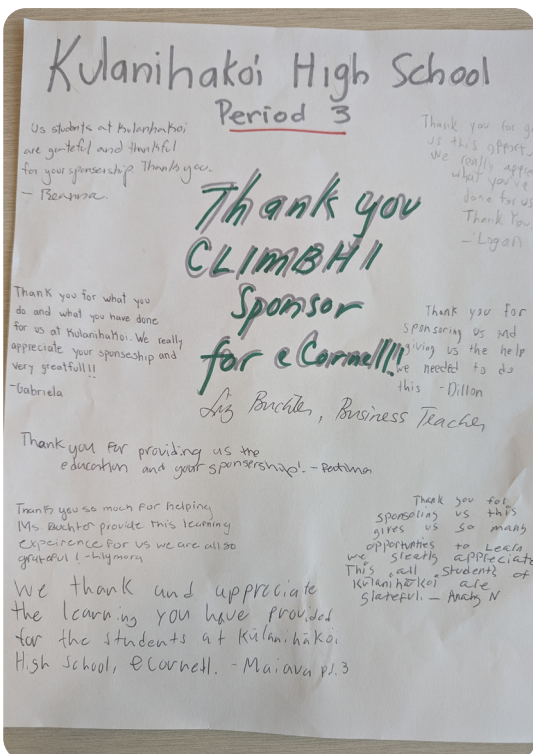
The ClimbHI Service Excellence Certificate, developed for the Hawaii Department of Education (DOE) Career and Technical Education (CTE) program, has reached 3,800 students statewide since it was launched in early 2020.

The Service Excellence Certificate helps graduates be more workforce ready. The curriculum was exclusively developed in partnership with the Nolan School of Hotel Administration at the SC Johnson College of Business at Cornell University, 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 2024-2025 academic year, 801 participating students in grades 9-12 at 15 high schools statewide were sponsored through generous donations from 22 partners. Over the course of the last 5 years, over \$300k has been directed to this important workforce development credential. Mahalo to our 2024-2025 partners and schools for their generous support of this program.



# List Of Participating Schools And Businesses



## PARTICIPATING BUSINESSES/INDIVIDUALS:

- AES
- Andaz Maui at Wailea Resort, by Hyatt
- Brookfield Renewable
- Castle Resorts & Hotels
- Courtyard Oahu North Shore
- Embassy Suites by Hilton Oahu Kapolei
- Hawaii Community Foundation
- Hilton Hawaiian Village Waikiki Beach Resort
- Kukui'ula Development
- Kyoya Hotels & Resorts, LP
- Made in Hawaii Festival
- Marriott's Ko Olina Beach Club
- Maui Hotel & Lodging Association
- McBryde Resources
- Outrigger Resorts & Hotels
- Springboard Hospitality
- The Westin Princeville Ocean Resort Villas
- Travel+Leisure
- Waikoloa Beach Marriott Resort & Spa

## PARTICIPATING SCHOOLS:

- Baldwin High School
- Campbell High School
- DreamHouse High School
- Farrington High School
- Hilo High School
- Kahuku High School
- Kapa'a High School
- Kapolei Charter School
- Kapolei High School
- Kauai High School
- Kealahou High School
- Kūlanihāko'i High School
- Lahainaluna High School
- Pearl City High School
- Waipahu High School



# Mahalo from Students



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“On behalf of all of us who participated in the ECornell Service of Excellence program, I would like to express our sincerest gratitude for your generous support. Your donation made it possible for us to be able to take part in an extraordinary learning experience that will leave a huge impact on our professional growth as well as our personal development. Through the course, we gained very valuable knowledge on customer engagement, leadership, and service strategies that we are already applying in our work and studies. None of this would have been possible without your generosity and belief in our potential. Your support through ClimbHI not only gave us access to world-class education, but also inspired us to aim higher, serve with integrity, and lead with confidence.” **Student from Kealakehe High School**

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# Mahalo from Students

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“Mahalo for sponsoring us! I can't wait to start working now that I have these new skills to show future employers.” **Student from Lahainaluna High School**

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“I'd like to express my utmost gratitude and thanks for this opportunity to participate in the ClimbHI Service Excellence Training Program. I believe that I have gained crucial knowledge and skills in various aspects of providing quality customer service. This training opened a window of opportunity for me as I am filling out job applications to get my first job. These modules taught me how to provide quality customer service; collaborate and communicate effectively with a team; make guests feel comfortable; and be professional when complications come about. I am glad to have been able to take this training as it has helped me grow in areas and skills I believe are important for any job. I am not as uneasy about applying for jobs now. Your support provided us with an important learning opportunity to set us up for success in everything we do.”

**Student from Kapolei 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/certificate-of-service-excellence/>



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