

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
County of Cook and State of Illinois

CUSTOMIZED TRAINING FOR McDONALD'S
WASHINGTON COLLEGE

THE CHANCELLOR

REPORTS

that the Economic Development Department at Washington College has recently completed training for McDonald's employees including both management and staff at the O'Hare location; and

that 16 persons participated in the Hospitality portion of the program which is comprised of 3 hour modules; and

- > The McDonald's Employee Role in the Hospitality Industry
- > The Employee Role in the Hospitality Industry
- > The Gold Standard of Customer Service
- > Customer Interaction
- > Different Customers
- > Difficult Customers; and

that training in Food Service Sanitation was offered to 26 trainees; and

that both portions of the program have received good reviews and future training schedules are under negotiations; and

that a third facet of internship training is also currently under consideration for future implementation.

Respectfully submitted,



Wayne D. Watson
Chancellor

February 3, 2000