



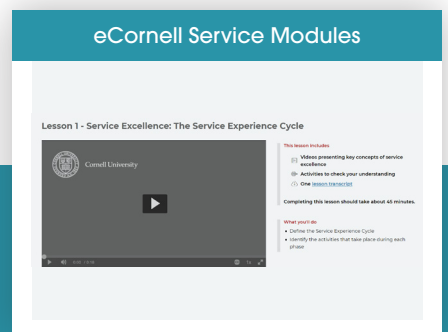
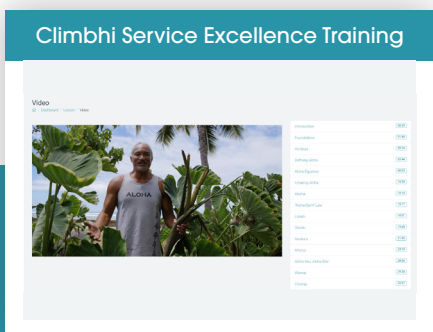
# Climbhi Service Excellence Certificate 2023-2024 School Year Recap

The ClimbHI Service Excellence Certificate, developed for the Hawaii Department of Education (DOE) Career and Technical Education (CTE) program, has reached 2,998 students statewide since it was launched in early 2020.

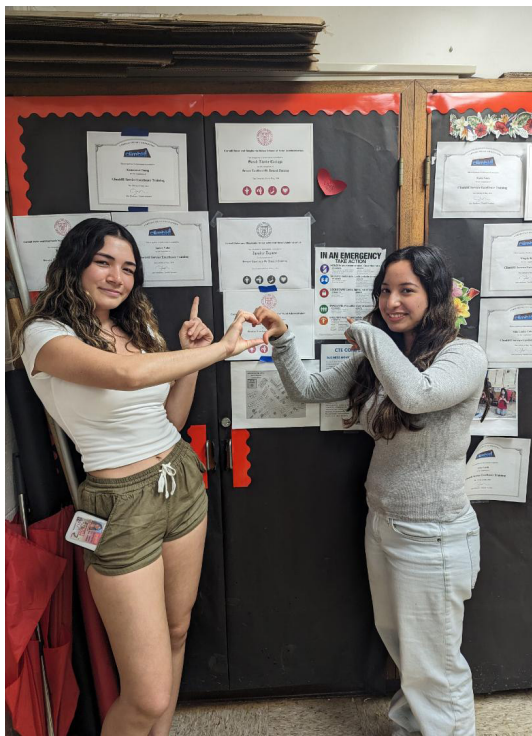
The Service Excellence Certificate helps graduates be more workforce ready. The curriculum was exclusively developed in partnership with the School of Hotel Administration at the Cornell SC Johnson College of Business, one of the leading hospitality administration programs in the world. Upon completion 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 2023-2024 academic year, 760 participating students in grades 9-12 at 17 high schools statewide were sponsored through generous donations from 22 partners totaling nearly \$60,040. Approximately \$237,040 has been raised for program participants in the past 3 years.

Mahalo to our 2023-2024 partners and schools for their generous support of this program.



# List Of Participating Schools And Businesses



Lahainaluna High School

## Climbhi Service Excellence Training

**climbHI** ClimbHI- Service Excellence

The 5 Values of ALOHA (The ALOHA Acronym):

A	<b>Akakai</b> <small>kindness, to be expressed with tenderness</small>
L	<b>Lōkahi</b> <small>unity, to be expressed with harmony</small>
O	<b>'Olu'olu</b> <small>agreeable, to be expressed with pleasantness</small>
H	<b>Ha'aha'a</b> <small>humility, to be expressed with modesty</small>
A	<b>Ahonui</b> <small>patience, to be expressed with perseverance</small>

## PARTICIPATING BUSINESSES/INDIVIDUALS:

- Andaz Maui at Wailea Resort
- Bambi Lau
- Castle Hospitality Group
- Dan and Hazel Howle
- Embassy Suites by Hilton Oahu Kapolei
- Fairmont Kea Lani, Maui
- Four Seasons Resort, Maui
- Hilton
- Ko Olina Resort Community Association, INC
- Ko'a Kea Resort on Poipu Beach
- Kohala UTV Adventure
- Kukui'ula , South Shore, Kaua'i
- Kyo-ya Hotels and Resorts
- Marriott's Ko Olina Beach Club
- Maui Hotel & Lodging Association
- Outrigger Hospitality Group
- Prince Waikiki
- TeraForm Power
- The Brent and Kathryn Wood Foundation
- The Ritz Carlton Residences, Waikiki Beach
- The Westin Princeville Ocean Resort Villas
- Waikoloa Beach Marriott Resort and Spa

## PARTICIPATING SCHOOLS:

- Aiea High School
- Baldwin High School
- Farrington High School
- Henry Kaiser High School
- Honoka'a High School
- James Campbell High School
- Kahuku High School
- Kailua High School
- Kapaa High School
- Kapolei Charter School
- Kapolei High School
- Kauai High School
- Kohala High School
- K'lanih'ko'i High School
- Lahainaluna High School
- Maui High School
- Moloka'i High School
- Pearl City High School
- Waianae High School
- Waipahu High School
- West Hawaii Explorations Academy

# Mahalo from Students

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“I would like to share that I am grateful to have this opportunity to expand my knowledge through the lessons shared and to be able to receive a certificate that proves what I had learned. The lessons were very informative and helpful when providing service in any job or career or even possibly any interaction.”

**Student from Lahainaluna High School**

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Kauai High School



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“The lessons gave me tips on how to be successful in the service industry. It taught me how to deal with conflict in a professional way that helps to continue showing hospitality without getting upset at the guest. The lessons are very applicable to any career choice because in almost every job you will need to engage with customers and be able to communicate effectively and efficiently to do your job correctly. My plans after high school is to continue working in the restaurant industry and one day become a chef or even manage a restaurant. I know that what I have learned will help me to be a successful employee wherever the future takes me. Thank you again for your continuance support of Pearl City High School students.”

**Student from Pearl City High School**

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Lahainaluna High School





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“I want to thank everyone who had a part in providing me and my classmates with the opportunity of taking and completing the eCornell Service Excellence Program. This course provided and educated me with lots of new knowledge about customer service. I can confidently say this course has improved my social skills and will help me work comfortably with customers to my best ability when the time comes. I know I gained a lot from this program and am very grateful to have been able to have access to this kind of education.”

**Student from Kapa'a High School**

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“This training program taught me how to carry myself in a professional, poised, and proper manner. This is something I feel that everyone in any industry, hospitality or otherwise, should know to ensure smooth business operations. I will put forth all that I have learned from this program to great use.”

**Student from Kapa'a High School**

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Kapa'a High School



Kahuku High School

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“Throughout this lesson, I have learned a lot about the customer service industry. The courses provided significant information like the certain behaviors I am supposed to control, what to expect after and during exchanges with customers, and how to professionally manage my presence in the workplace. This opportunity has introduced me to skills that can be implemented into my experience in work and improve my performance as a service provider and employee as a whole.”

**Student from Kauai High School**

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“I have gained a lot of knowledge and experience about customer service throughout the different courses. This opportunity helped me be aware of what it's like to work in the Hospitality industry. Each course taught me how to provide excellent customer service toward guests or customers. It also taught me how to deal with customers in difficult situations and make guests feel comfortable or welcomed as they come in. Working as a team in this industry is very important. It's our top priority to understand one another and to figure out other people's weaknesses so that we can provide the best support for them.”

**Student from Pearl City High School**

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“I gained good knowledge with this program and the practical experience in the various aspects of customer service throughout the program. This opportunity will help me enter the workspace and understand how to provide good customer service. The knowledge that I gained towards the program will probably be learning the process of the business program. The one thing of the courses towards this program is probably understanding what the customers are saying and trying to not make them mad and do the thing that will help them and make them not wait for service and talk to them in a good voice and not get mad at them for doing something that they didn't do.” **Student from Kauai High School**

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“I would like to express my gratitude for the opportunity to participate in the eCornell Service Excellence Program. I greatly appreciate the practical experience I gained in the various aspects of customer service throughout the modules. I learned a great deal about all the hospitality resources. I will use this when I need a job. I could go into the hospitality field.” **Student from Kahuku High & Intermediate School**

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Lahainaluna High School



# Mahalo from Educators

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“Mahalo for the continued support of our students through your company’s sponsorship of the eCornell Service Excellence Program. Your generosity has afforded our students the opportunity to be exposed to a great learning tool. Over the years, students have used what they learned from this program to gain employment as well as promotions to more managerial type positions. The practical nature of the modules allows even the most inexperienced students to put their best foot forward in interviews and on the job. The certificate earned also is a great talking point during interviews. Again, thank you for helping our students to learn and grow. They now have new tools they can look to no matter where their future takes them.” **Jill Tanaka | Public and Human Services Academy | Academy Lead | Hospitality | Education Teacher | Kapolei High School**

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“I am writing to express my deepest appreciation for your generous sponsorship of our students’ certification in the eCornell Service of Excellence curriculum. Your support has had an immensely positive impact on our students, equipping them with valuable skills and knowledge that will benefit them greatly in their future careers. The opportunity to participate in this esteemed program has not only enhanced their understanding of service excellence but also significantly boosted their confidence and professional development. The feedback from our students has been overwhelmingly positive, with many expressing their gratitude for this unique learning experience. We are incredibly grateful for your commitment to fostering educational growth and professional development in our community. Your sponsorship has made a tangible difference in the lives of our students, and we are excited about the long-term benefits they will reap from this certification. Thank you once again for your generosity and support.” **Cheryl Morita | Business Management | Entrepreneurship Teacher | Kapa’a 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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