



BEST Hospitality Training



Our partner hotels have strong employee retention rates

- Wages are higher than industry-standard
- Good/safe working conditions
- Comprehensive benefits
- Regular schedules with same days off are the norm
- High employee satisfaction rates
- Workers have dignity, respect and advancement opportunities
- Ongoing training and education support



Outcomes



86% Placement Rate

89% Retention Rate (followed
for three years)



Boston's hospitality industry is booming

- Encore Boston Harbor to bring 3,000 to 4,000 new jobs in 2019
- Several new hotels will open in the Boston area over the next five years, bringing thousands of new hotel jobs
- A third of today's unionized hospitality workforce are close to retirement
- New Omni Hotel going up near Convention Center. Hundreds of new positions opening in 2020 – BEST training facility will be onsite



BEST's response to demand for talent

- Diversity Hiring Initiative - opened a training site in Roxbury
- DOL-registered Housekeeping Pre-Apprenticeship Program
- Articulation agreement with Bunker Hill Community College
- Marketing entry level hotel jobs as quality jobs
- Ongoing curriculum development to stay relevant and fill skills gap







Our mission is to provide individuals with the education, skills and training to excel in the hospitality industry and in their personal lives.