Upskilling and Retaining Food Service Workers with English Language Training

EN GEN

Introduction

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We are having a food service worker shortage

Educational Benefits are One Way to Attract and Retain Workers

"Of those enrolled in our educational assistance program, **85% are crew members...** We've seen a retention rate that is 3.5 times higher among employees enrolled in the program and crew members participating are **7.5 times more likely to move into a management role within the organization**"

There is a national focus on **reskilling** and **upskilling** frontline workers across industries; however, **immigrants and refugees are often precluded** from participation.

The Food Service Industry Cannot Afford to Overlook Immigrants

- Nationwide, immigrants make up **22 percent** of the hospitality workforce
- According to the latest Census Bureau information, restaurants employ nearly **2.3 million foreign-born workers**
- By 2030, 97% of net workforce growth will be immigrants and their children
- The U.S. meets the needs of only 4% of our adult English learners

Creating **Food Service and Hospitality English programs** for immigrants, refugees, and speakers of other languages **solves multiple problems at once.**

Investing in English

“Dayanna Vasquez leads the kitchen at Taziki’s Mediterranean Cafe on Stone Village Way in Chesterfield County. The Chesterfield mother was hired at the Midlothian eatery four years ago as a prep cook but has since been promoted to kitchen manager. However, a few years ago, simply talking to her customers and coworkers was challenging.”

What not to do

- Translate your materials
- One-off materials development
- Rely on existing ESL classes

Learning a language requires **acquiring a skill**, not studying a content area

Workplace programs are IDEAL

As they offer the building blocks for successful language learning

INPUT

OUTPUT

INTERACTION

FEEDBACK

Technology Enables Execution

- Reach more learners and remove barriers to success
- Measure progress and outcomes for rapid and efficient training transitions
- Data collection will help you demonstrate success for replication, funding, and scale

Do Not Overlook Digital Literacy

- Might be more work up front to ensure learners can use and access relevant tools
- This work is necessary for digital equity and will pay dividends
- Because learners will be prepared for jobs and training that all require a facility with technology

What kind of content makes sense for Food Service workers?

Grocery Customer Service

Learners will walk away knowing how to assist customers in finding, selecting, and checking out products and carry out common duties to maintain the health and safety of the store and its employees. Read More →

Food Safety

This course covers techniques for safely preparing and storing foods, recognizing food hazards, and familiarizes learners with various allergens, as well as how to maintain proper kitchen hygiene.

Understanding Employee Benefits

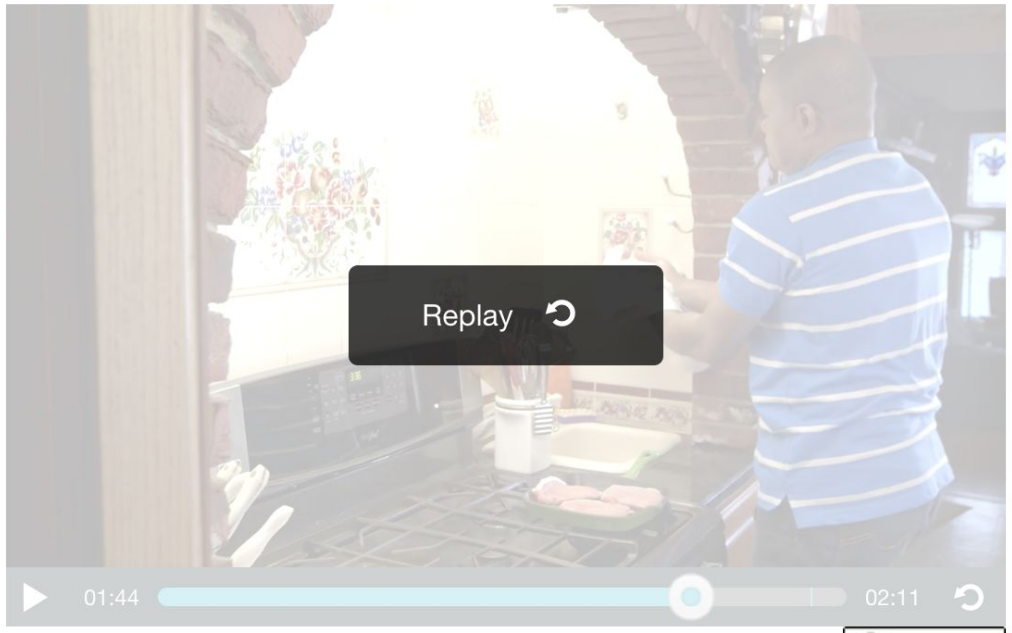
Explore various types of benefits plans and Learn how different types of benefits plans can protect you financially.

Read More →

Career Exploration, Intermediate, General English, Human Resources, Workplace Skills

How to Avoid Cross-Contamination

U.S. DEPARTMENT OF AGRICULTURE 1 DE NOVIEMBRE DE 2021



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ACTIVIDADES DE ESCUCHA
Watch And Learn

Mira el video. En la pausa, **lee** la pregunta y **elige** la respuesta correcta.

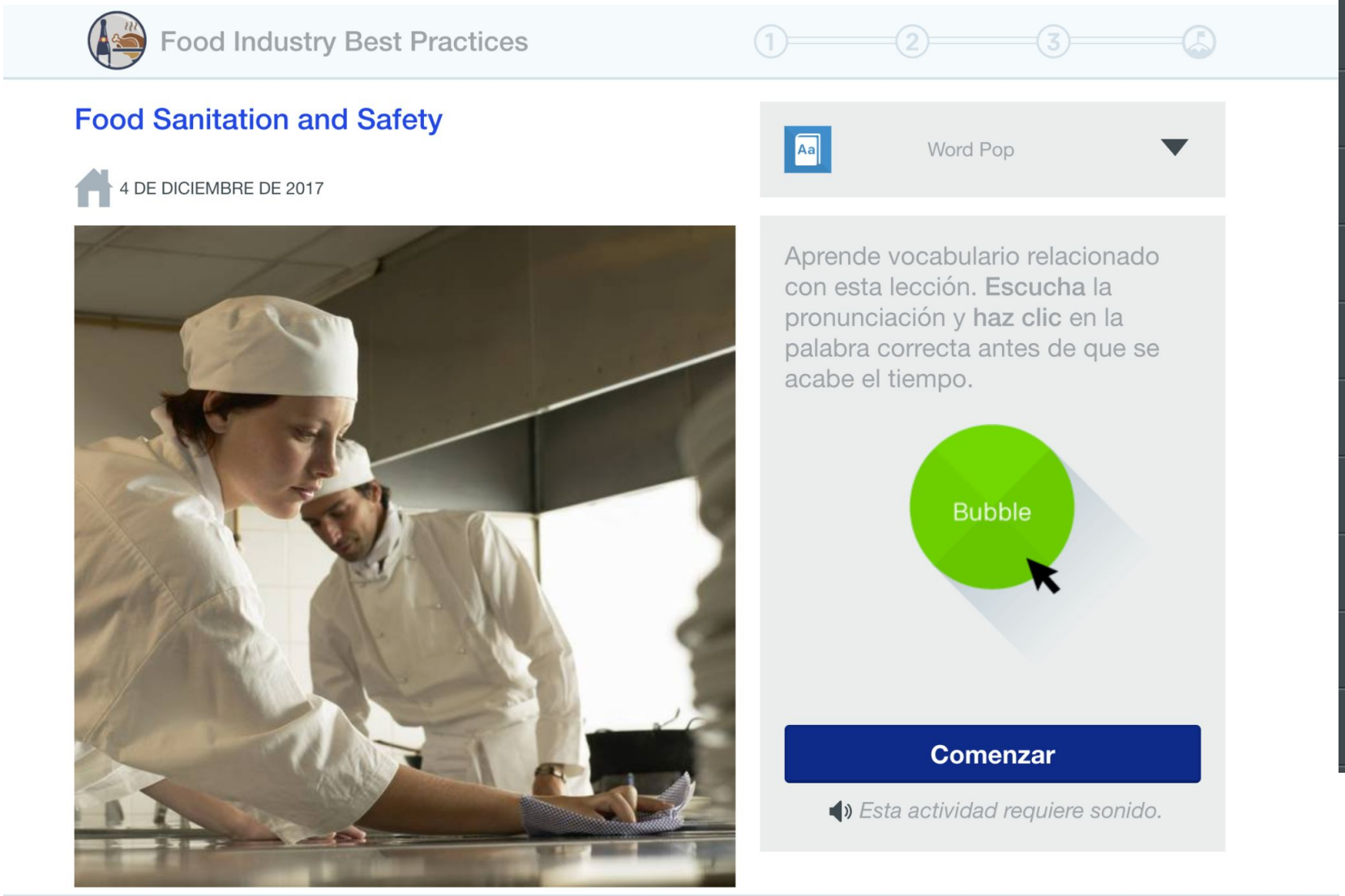
Terrence must _____.

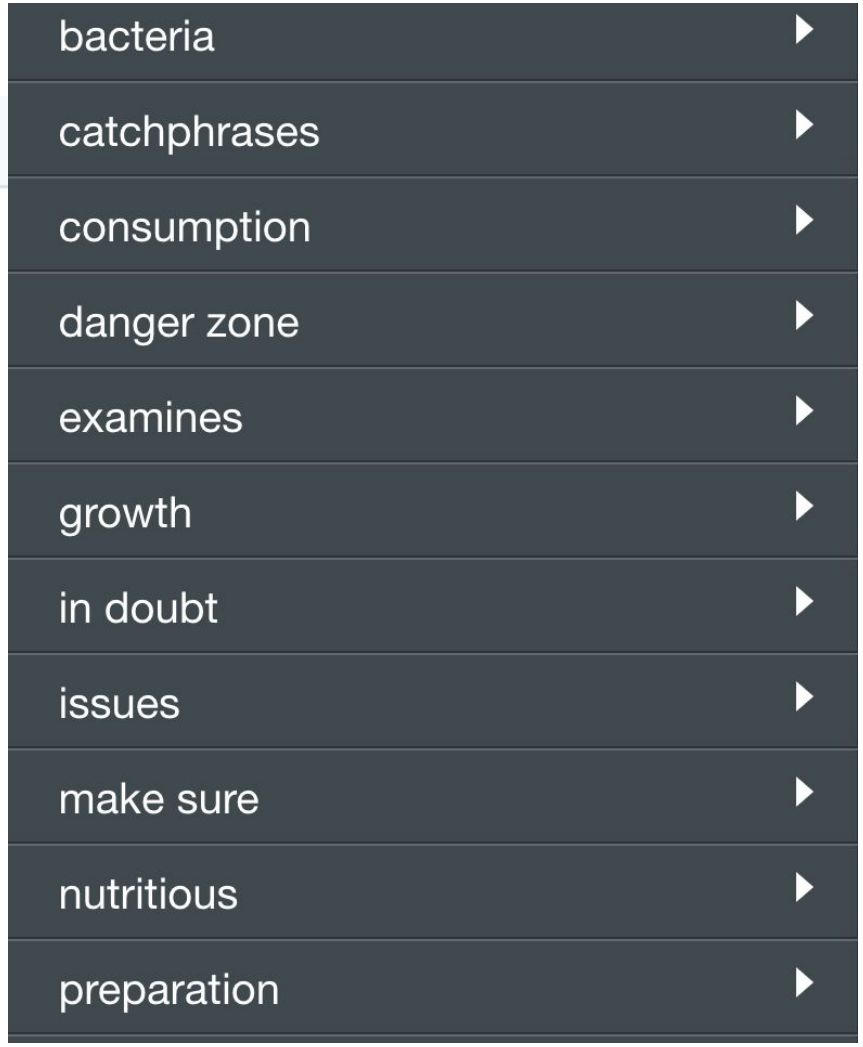
- reduce the possibility of cross-contamination by washing his hands
- look carefully to see if there could be any bacteria on the pork
- use a kitchen towel to dry off the juices on the pork
- take bacteria off the meat by using utensils

- avoided
- bacteria
- cross-contaminate
- cutting board
- fortunately
- handling
- harmful
- head
- juices
- likely
- out of danger

Each lesson comes from examples of authentic training content or recordings of real-world interactions, and key words and phrases are selected and offered to learners using proprietary, adaptive AI algorithms.

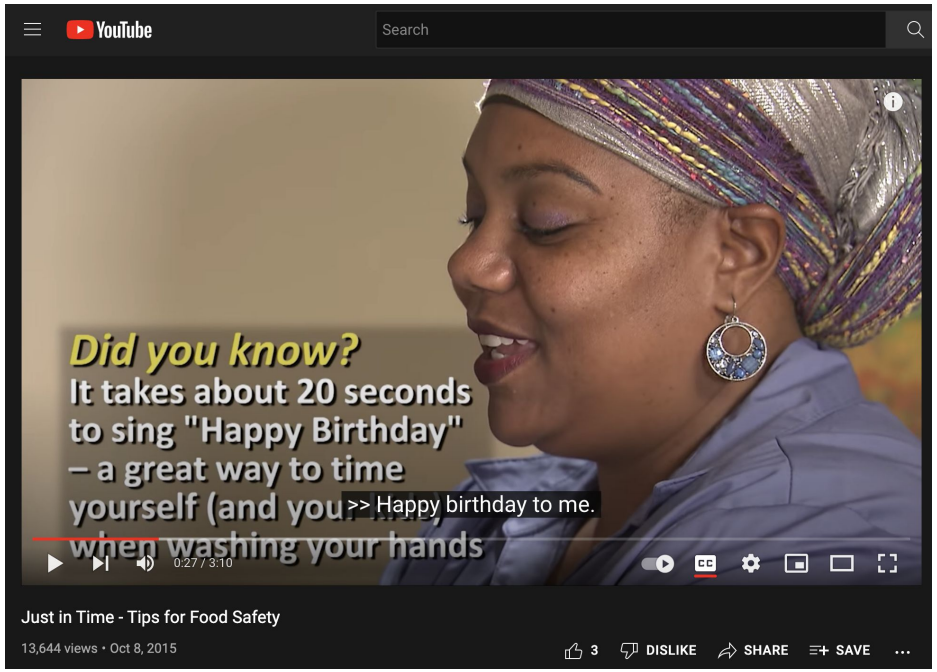
Tens of thousands of real-media resources are combined with a suite of adaptive activities, so learners get practice with the language skills they need most, using relevant, interesting content



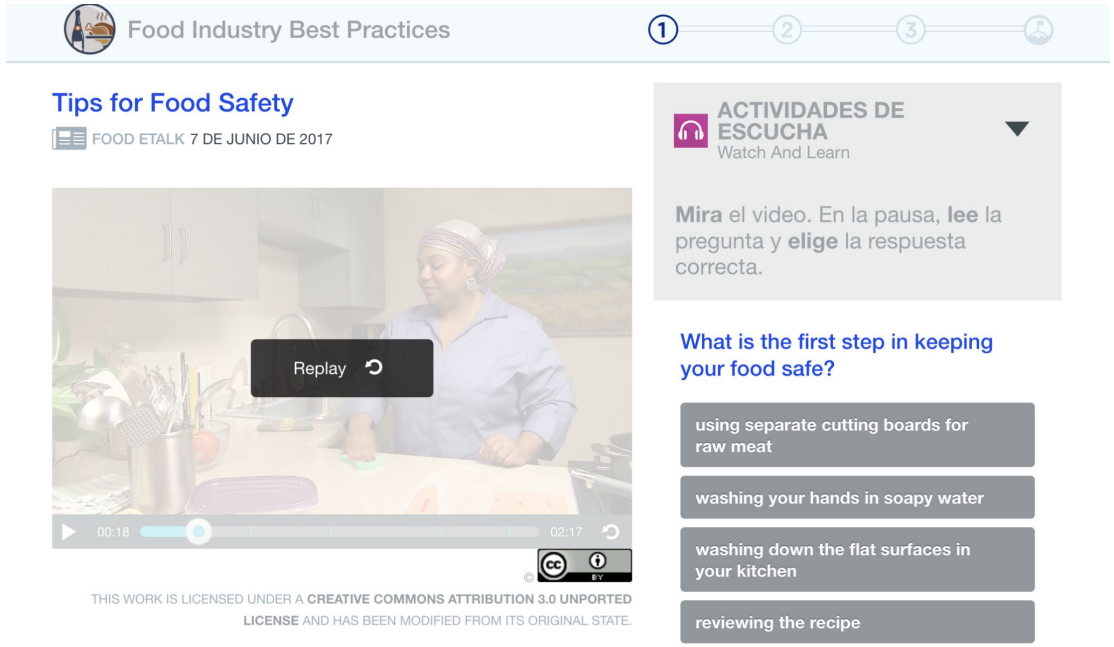


Authentic English Contextualization Pipeline

1. **Ingest Content**
2. **Establish Language Level with proprietary algorithm**
3. **Identify Domain-Specific Keywords**
4. **Generate 218+ Personalized Activities**
5. **Deploy Content**



~30 Mins



Source Content transformed into...

...contextualized language learning content

FOOD SERVICE WORKPLACES ARE IDEAL ENVIRONMENT FOR ENGLISH TRAINING

Learners receive meaningful, targeted training in an environment where they can practice

Training is tied to real workplace needs

+

Lessons are engaging, relevant, and motivating

+

Learners can leverage training during authentic experiences

+

Activity and performance are tracked for evaluation

+

English skills are rapidly developed

Let's Recap

- We have a food service worker shortage
- We have an untapped pool of potential **immigrant and refugee** workers
- Workplace programs can be effective **if they are tailored to learners' needs and goals**
- A technology-enabled, workplace-based model **reaches more students, more efficiently**
- Leverage technology to offer flexibility and the data to improve efficacy and outcomes
- **Personalized, adaptive instruction is critical to learner support and success**
- Educational benefits **attract and retain employees** and develop internal talent pipelines

Questions?

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Thank You!