



Doral Arrowwood Human Resources Manager Selya Stone helped improve the skills of staff members through a customized, highly effective training program administered by the college.

The Face of Westchester

Doral Arrowwood

Helping a Corporate Partner to Communicate

When the Human Resources Department staff at the Doral Arrowwood Conference Resort in Rye Brook wanted specialized business training for employees, they went directly to Westchester Community College.

“We did some research and found that the college’s Professional Development Center (PDC) has a great reputation for specialized training,” says Selya Stone, Human Resources Manager at the resort. “Once we started working with the staff there, we found that reputation to be well deserved.”

Stone discovered that the college offers customized programs in addition to an extensive range of business, management, and career growth courses for individuals. Courses include areas such as Microsoft Office applications, effective business writing, marketing basics, and an entire range of English as a Second Language options.

“The college assessed our needs and formulated a targeted program for about forty of our employees who needed to improve their English skills,” Stone says. “The classes were affordable and the college’s flexibility allowed the instructors to teach our employees right here at the resort. With their



Housekeeping Director Janice Gallimore (left) and housekeeper Elsa Figueroa agree that the college’s specialized classes have helped support the resort’s service-based value statement.

assistance, the classes helped us improve our services immeasurably,” she adds.

“Housekeeping is an important aspect of all hotels, but it’s especially key at a resort, where the standards are very high,” says Housekeeping Director Janice Gallimore. “English skills are essential, so the college arranged for two groups of housekeepers to take an ESL course — offered once during the day and once during the evening. I’ve seen real results,” she says.

Housekeeper Elsa Figueroa, who came to Westchester from Cuba, has worked at the resort for ten years. Although her language skills improved over that time, she understood that if she was going to move up to duty in the front desk area, which has a lot of traffic, she

would have to improve. She took the afternoon class and greatly increased her conversational skills.

“The class taught me a lot. Now I have no problem giving guests directions around the hotel, and telling them about different services,” she says. “It’s important because I talk to a lot more people during the day now that I’ve been moved to the main lobby!”

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—SELYA STONE