



**The  
Giving Common**  
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## Boston Education Skills & Training (BEST) Corp. Hospitality Training Center

101 Station Landing, Fourth Floor Medford MA 02155

**Incorporation Year:** 2004

[www.besthtc.org](http://www.besthtc.org)

**Organization Contact:** mdowney@BESThtc.org Marie Downey

Education Adult Education

**CEO/Executive Director:** Ms. Marie F. Downey

**Board Chair:** Mr. Abrigal Forrester Madison Park Development Corporations



**Current**

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

**Needs Statement:** 1. Funding for first year operation costs at our satellite office: BEST Hospitality Training has expanded. First year operating costs are estimated at \$350,000.

2. Staffing support to work with a larger constituency, including the African American community. As we expand into new neighborhoods and populations, we realize this will bring new challenges. We seek \$58,000 for additional coaching and case management services, and \$45,000 for financial empowerment services.

3. A communications and development consultant to develop our messaging and to collaborate with executive staff in the effort to diversify funding sources. \$35,000.

4. Seasoned business consultant as we monetize our services on the private market. \$25,000.

5. Supplementary support for pre-employment students that are necessary for success: Transportation and grocery cards during training and until a job is secured, money to buy shoes for a new job, funds for mental health counseling, etc. These expenses are often hard to predict, but can make the difference between whether or not a student succeeds.

**Impact Statement:** BEST was founded in 2004 as a 501 c(3) non-profit workforce development program focused on the well-paid sector of the hospitality industry. BEST Hospitality Training combines pre-employment and incumbent worker training designed to meet the labor needs of our hotel partners. Our classes include English for Hospitality, computers, and citizenship prep, as well as certification skills training in On-Call Banquet Server, Basic Culinary Skills, Food Safety, CPR, and more. Career coaches help under and unemployed participants get quality jobs in hotel partners. These pre-employment students enroll in our Introduction to Hospitality Training Program.

Recent accomplishments:

1. The White House recognized BEST Hospitality Training's model at the 2015 UpSkill Summit.
2. The Department of Labor registered BEST Hospitality Training as a Housekeeping Pre-Apprenticeship Program. With the City of Boston, we launched our first class in 2016. Seventeen students graduated and all of them got job offers. Three have now completed their 1000 pre-apprenticeship hours.
3. Bunker Hill Community College will offer up to 12 college credits for BEST Hospitality Training graduates upon pre-apprenticeship completion.
4. The City of Boston and CV properties partnered with BEST Hospitality Training to designate developer linkage fees for brand-specific training.
5. Executive MBA students at MIT Sloan delivered a set of recommendations for sustainability and growth. One of the students, the CFO of the Boston Federal Reserve, joined BEST Hospitality Training's Board of Directors.
6. BEST Hospitality Training opened an additional training site in Dudley Square on November 16, 2016. This site will allow BEST to offer additional cycles of its Introduction to Hospitality Training Program directly in the community.
7. BEST Hospitality Training recently launched a new website that will serve as the branding tool to expand BEST's social media presence.

Current goals:

1. Expansion: Boston's hospitality industry is growing rapidly. With the opening of our new site, we can expand programming and upskill Boston's workforce to meet labor market demand and enhance the local economy.
2. Development: We will diversify funding sources, monetize services for employers, and work with developers to designate linkage fees to hospitality training.
3. Marketing: Continue to build a social media presence to broaden funding, advocate for good jobs, and improve perception of hospitality jobs.
4. Data: Improve use of data to strategize post-placement activity and advancement pathways.
5. Board Expansion: Increase board membership by 50%.

**Full-time Staff:** 15

**Volunteers:** 26

(excludes part-time staff)

**Programs Detailed on Profile**

Education Program  
 Skills Training  
 Career Coaching  
 Volunteer Program  
 Tech Program

**Projected Revenue:** \$1,685,258.00

**Projected Expenses:** \$1,674,388.00

<b>Fiscal Year</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
<b>Total Revenue</b>	\$1,464,603	\$1,246,881	\$1,138,078
<b>Total Expenses</b>	\$1,398,066	\$1,232,237	\$1,110,824

**Top Funding Sources**

<b>Fiscal Year</b>	<b>2016</b>	<b>2015</b>	<b>2014</b>
<b>Top Funding Source &amp; Dollar Amount</b>	--	--	--
<b>Second Highest Funding Source &amp; Dollar Amount</b>	--	--	--
<b>Third Highest Funding Source &amp; Dollar Amount</b>	--	--	--