



Goodwill

Industries of Middle Tennessee, Inc.

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News Release

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Goodwill and Nashville State Partnership Gets Retail Employees Ready to Work

Nashville, Tenn. February 07, 2007 – There is an old saying that good help is hard to find. That’s true in most industries, including retail. Goodwill Industries of Middle Tennessee, Inc. and Nashville State Community College hope to change that with a new employee-training program.

The two organizations are developing Training for Retail Associate Certification (TRAC). Details are still being worked out; however, TRAC will focus on teaching and developing skills to current and potential retail employees, concluding with industry-recognized certificates.

“We were at Nashville State’s Businesses Leadership Council when the subject came up,” said Betty Johnson, vice president of Employment at Goodwill Industries of Middle Tennessee, Inc. “Some of the biggest problems retailers have are employees who aren’t prepared to work. We thought Goodwill could help, and the partnership grew from there.”

After getting input from retail business leaders, TRAC began to take shape. TRAC 1 will focus on entry-level job skills, including job readiness, customer service, merchandising, and cash handling.

TRAC 2 will develop assistant managers and lead supervisors with more advanced lessons, including supervision, bank drops, facility maintenance, work schedules, and handling customer complaints.

“At Goodwill’s Career Solutions Centers, we offer similar job readiness training to our clients. Many of them look for entry-level work in the retail industry. We thought a program like this would fall within the goals of our mission as well as be an asset to our clients and to the business community,” said Johnson.

Goodwill’s mission is to provide employment and training services to people with disabilities or other challenges that may be preventing them from finding work. Goodwill has 11 Career Solutions Centers in Middle and West Tennessee where clients can receive help with resume writing, job applications, job readiness and interviewing skills.

“Nashville State Community College is excited about the partnership with Goodwill Industries. We both have a common goal to provide business and industry qualified applicants to fill entry-level positions,” said Marc Starrett, assistant director of WorkForce & Community Development at Nashville State Community College.

TRAC is scheduled to launch this summer. It will initially be limited to Nashville, but the hope is to expand the program through out Tennessee and to other Goodwill organizations.

For more information on the TRAC program contact Marc Starrett, assistant director WorkForce & Community Development at Nashville State Community College at 615-353-3480 or at marc.starrett@nsc.edu.

Through the sale of donated items Goodwill provides job training and job placement free of charge to people with disabilities or other barriers to employment. In 2006, Goodwill Industries of Middle Tennessee Inc. served 5117 people and placed 1626 in jobs in the community. For more information on Goodwill's Career Solutions, retail stores and donations visit www.goodwillmidten.org or call 615-742-4151.

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