

**ADDITIONAL TRAININGS  
FOR THE WORKPLACE:**

- American Red Cross First Aid and CPR
- BloodBorne Pathogens
- Valuing Diversity
- Defensive Driving
- Back Safety

*Visit our website for complete class schedule.  
[www.rehabresourceinc.org](http://www.rehabresourceinc.org)*

**Rehabilitative Resources, Inc.**

Rehabilitative Resources, Inc. (RRI) is a 36 year old non profit agency. We provide support for people with developmental disabilities and also offer professional trainings for the community.

All proceeds from our trainings help us to provide continual support to people living with developmental disabilities in our community.

RRI maintains a strong and active commitment to professional development by offering regular, mandatory and elective enrichment programs.

Call us today to set up trainings at your site or ours. Choose from a wide variety of offerings or customize a training curriculum for your company.

**All revenues from trainings support  
people with developmental disabilities  
in our community.**

***Thank you for your support!***



**Rehabilitative Resources, Inc.**  
PO Box 38, 1 Picker Road  
Sturbridge, MA 01566  
**SERVING UP EXCELLENCE!**



**Our trainers have years of combined  
restaurant service experience. Let them  
teach your team these top notch classes  
that cover all areas of your daily business!**



**Rehabilitative Resources, Inc.**

***Comprehensive  
Restaurant Training  
Classes***

**Rehabilitative Resources, Inc.**

1 Picker Road, P.O. Box 38  
Sturbridge, MA 01566

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## JANE CUTTING TRAINER

### EXPERIENCE

#### Rehabilitative Resources Inc., Sturbridge, MA

**Human Service Trainer** Trainings include: The History of the Treatment of People with Disabilities, Defensive Driving, CPR/First Aid, Human Rights, Human Sexuality, Communicating Effectively with Professionals, Supporting Individuals through the Grieving Process, Valuing Diversity, and Cultural Competence. Trainings offered to the community include: ServSafe®, American Red Cross CPR/First Aid, Comprehensive Restaurant Training, and Preventing Sexual Harassment & Discrimination in the Workplace.

#### Publick House Historic Inn, Sturbridge, MA

**Human Resource Manger and Administrative Assistant to the Innkeeper.** Responsibilities included hiring staff, benefits management, communication of labor law to management, resolving employee issues and guest complaints, and representing the Innkeeper in the community as requested.

**Dining Room Manager, Assistant Manager for Food Service in Old Sturbridge Village** Responsibilities included training, supervision and scheduling staff of 90, ordering food and supplies, maintenance of food sanitation standards, responsibility for cash functions and booking special events.

#### Hostess/Server

### CERTIFICATIONS

- \* National Restaurant Association Education Foundation - ServSafe® Instructor
- \* Massachusetts Commission Against Discrimination & Massachusetts Continuing Legal Education (MCAD, MCLE) - Preventing Discrimination and Sexual Harassment in the Workplace Trainer
- \* American Red Cross - CPR/FA instructor , Responding to Restaurant Emergencies Trainer
- \* National Safety Council -Defensive Driving Instructor
- \* Planned Parenthood - Human Sexuality Trainer
- \* Department of Developmental Services (DDS) - Human Rights Trainer

### FOOD SANITATION

**Class Objective:** This module will focus on educating non ServSafe certified staff on the essentials of food sanitation. The module includes the importance and practice of personal hygiene, time & temperature requirements, how to prevent cross contamination, and understanding and preventing the risks to food safety throughout the flow of food from purchasing to serving. *Staff will learn reasons why they are required to follow certain procedures, this will result in increased*

### PREVENTING SEXUAL HARASSMENT AND DISCRIMINATION IN THE WORKPLACE

**Class Objective:** The focus will be to educate management and/or staff on the specifics of sexual harassment and discrimination law including the costs associated with liability and who may be liable. Also to understand the unique challenges faced by the restaurant industry with an emphasis on proactive prevention to avoid costly litigation.

### LEADERSHIP SKILLS

**Class Objective:** To understand the skills needed to provide a productive and positive work environment. The focus will be on effective communication, delegation and prioritizing, and navigating through difficult situations.

### RESTAURANT EMERGENCY TRAINING

**Class Objective:** To teach staff how to recognize and respond to emergencies which are statistically more likely, to occur in a restaurant environment. Special emphasis will be on choking, cuts, and burns.

### CUSTOMER SERVICE

**Class Objective:** The focus of the class will be on understanding, anticipating, and responding to the needs of the consumer and providing positive service from greeting to farewell. *To understand hospitality includes the quality of service as well as the quality of the product.*

### SERVSAFE CERTIFICATION

The course gives an overview of basic sanitation procedures, from receiving food at the loading dock to serving it to customers. Both curriculum and exam are covered in this eight hour session.



## Select One Course or All of Them!

*We will individualize any of our training programs to fit your specific needs.*

**Trainings can be held at your location or at our training facility located in Sturbridge.**



*Part of the problem with how we currently deal with food-borne illness cases is we wait until people get sick and then we announce an outbreak,"*

Bill Marler

*Veteran Food Safety Litigator*

***“Proper training is one of the best ways to create a culture of food safety in your establishment.”***