**TCTC Customer Service Programs**

**Purpose:** Customer service programs at the Trumbull Career and Technical Center are designed to offer our students real life work experiences where they may practice the skills that they have learned in their classes and use their knowledge to solve challenges that are similar to what they can expect to encounter in their chosen professions.

**What we try to do:** We strive to develop a sense of professionalism, leadership and employability in our students by teaching them what it takes to work in and possibly start up and operate an efficient and profitable business. To our customers, our goal is to have our programs resemble for profit business in many ways, including the quality of work performed and the professional attitude of our students.

**What we are NOT trying to do:** We are not trying to compete with businesses in our community that offer the same kinds of goods and services. We do not advertise to the public. Our customers are primarily people and groups who are associated with the TCTC, such as parents, home school districts and other programs here at the school. We are not trying to make a profit, but when we do, the money is used to fund our customer service programs and various student activities associated with the program.

**What to Expect:** You can expect quality work at prices the same as or slightly less than what businesses in the area may charge. We occasionally donate our labor for a non-profit organization. Some programs such as the Restaurant will provide timely services, much the same as you would expect in any other restaurant, while others such as our Collision Repair program will usually take longer. A job that may take one or two days from professionals will take one or two weeks, due to the fact that these are primarily learning experiences for our students. Additionally, they only have about two and a half hours a day to perform the work, and less if the job is off-site and travel is required. Off-site customer services such as a handicap ramp or community project are limited to 15 minutes of travel to the site.

**Costs:** Costs for each service or project will be agreed upon prior to our students beginning any work. Estimates for work over $50 must be agreed upon in writing before work can begin. Outside customer service will require a service questionnaire and liability waivers to be submitted prior to starting any work.
TCTC Programs with Customer Service

The following is a list of programs which can provide customer service to the public, the program teacher and extension (dial 330-847-0503 and the extension) and describes the typical service that may be provided:

- **AFJROTC–Col. John Miller–X1302** – Color Guard Ceremony
- **Animal Management–Cathy Billock –X1208** – Pet grooming
- **Auto Collision Repair –Randy Hess–X1308** – Minor collision repair
- **Auto Service Repair–David Beachler–X1306** – Scheduled maintenance and minor repair.
- **Carpentry–Josh Peachey–X1305** – Small - carpentry projects, pole buildings and handicap ramps.
- **Cosmetology–Annette Austin–X1061, Cheryl Cornich–X1067, Barbara Maras–X1063, Rosalyn Gault–X1060** – Broad range of hair, nail and other salon services.
- **Early Childhood Education–Ashley Chilton & Deborah Ghindia & – X1065** – Twice weekly pre-school.
- **Electrical Technology–Mark Taylor –X1207** – Small electrical appliance repair
- **Interactive Multi-Media–Kris Doran–X1028** – Small community and non-profit video production/multimedia services.
- **Landscaping and Design Technology–Raul Kemp–X1214** – Floral design and plant sales
- **Marketing Education-Michelle Plakosh-X1027** - Operates a school store with various food, TCTC apparel and small grocery/deli items.
- **Power Equipment Mechanic –Howard Fraley–X1309** – Repair and maintenance of small diesel and gas powered equipment.
- **Culinary Arts –X1103 – Mr. Antenucci & Mrs. Daley – X 1101** – Daily luncheon and special occasion dining services.
- **Visual Design & Imaging-Cindy Hickey-X1064** – Small community and non-profit printing and graphics services.
- **Welding–Robert Olesky–X1311** – Small community and non-profit welding services.