



Jonathan Keeper

STUDENT SUCCESS STORY

Bridges participant Jonathan Keeper (left) was recently featured in the spring issue of *Atlanta Educator*, a publication of Atlanta Public Schools. He enrolled in the Bridges Program in October of 2007 while still a student at South Atlanta High School. Prior to Bridges, he completed a community-based work experience at the Renaissance Hotel Downtown, where he decided he wanted a job in hotel catering and banquet set-up.

Jonathan's Bridges Representative, Tony Singleton, leveraged Jonathan's hotel experience in landing him a job at the Emory University cafeteria as a utility steward, where he worked for seven months.

When business slowed down at the Emory cafeteria last summer, Tony Singleton helped Jonathan apply for a catering services aide position at the Renaissance Concourse Hotel, where he was hired in May 2008. A mere four months later, Jonathan was awarded the hotel's "Star of the Month" for exemplary performance.

After nearly one full year of employment at the Renaissance Concourse Hotel, Jonathan is well on his way to making a place for himself in the hospitality industry. Look for more great things from Jonathan.

EMPLOYER CHAMPION

Employer Champion for this quarter is Kenneth Butler, manager of customer service planning at Philips Arena. Ken has collaborated with the Bridges program for several years, and this past season spearheaded a recruitment event that resulted in more than 20 Bridges job placements at Philips Arena.

Ken is clearly proud of his affiliation with the Bridges program: "This season all of the Bridges students have done an outstanding job and have been a joy to have on staff." Two Bridges students have been nominated for the *All Spirit* award, which is a part of the Crowd Pleasers Recognition Program at Philips Arena. This award recognizes employees for attendance, dedication and customer service, and Bridges participants are the first high school students ever to be nominated for the award.

Ken goes beyond the call of duty with his Bridges hires. Two months ago he coordinated a special evening training session specifically for Bridges students, where Ken and other members of the Philips leadership team shared tips for success. Few Bridges employers go to such lengths to help students achieve work place success.

BRIDGES STAFF PROFILE

Bridges staff member Memphis Latchison, III, (above) hails from the Bay Area of California. After high school, Memphis was originally slated to attend UC-Davis on a basketball scholarship, but decided instead to move to Atlanta and attend Morehouse College.

After graduating from Morehouse in 2002 with a degree in Sociology, Memphis worked as a vocational specialist for Covenant House of Georgia. He joined Bridges in 2005 as an Employer Representative for Atlanta Public Schools, and two years ago switched to Cobb County Schools, where he remains today.

Memphis' ambition is to become an ordained minister, and he is about to complete a ministry leadership program at World Changers Church that will bring him closer to his life-long goal.

After getting married last May, Memphis and his lovely wife, Jazmin, had their first child, a daughter named Shiloh. Shiloh, from the book of Genesis, means "the peaceful one."

DOES APPEARANCE MATTER?

Recently Bridges surveyed a cross-section of employers, and all of them agreed emphatically that appearance for both men and women plays an important part in workplace success. All said that personal appearance determines whether individuals are taken seriously as a candidate for employment—or taken seriously as a candidate for promotion.

Suggestions for both genders:

- Conservative colors (navy, grey, black)
- Concealed tattoos
- Minimal, tasteful jewelry
- Trimmed, clean nails
- Neat hairstyle with a natural color
- Minimal cologne or fragrance
- Laundered, pressed clothing
- Distinguish between night-on-the-town and day on-the-job attire
- Freshly bathed or showered
- Fresh breath, enthusiastic smile

RITZ-CARLTON ETIQUETTE

Elena Mullican, director of Catering Sales for Ritz-Carlton Hotels in Atlanta, understands the importance of appearance and first impressions. She recently conducted her fourth Bridges etiquette workshop at the Ritz-Carlton Buckhead on April 15th, showing program participants how to present themselves as polite, polished ladies and gentlemen.



Bridges students at the Ritz-Carlton Buckhead learn about social skills, dining etiquette, and customer service.

