



# Capability Statement

## TBG TRAINS

Training, Coaching & Motivating A New Generation of Workers

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### Overview

TBG Trains has been serving not for profit, government agencies and for-profit businesses since 2010. We are a leading expert in the fields of hospitality, tourism, customer service, work readiness, ServSafe certification, soft skills training, and career transition, with a specialty of working with the underserved and hard-to-serve population.

### Differentiators

- Over 24,000 hours of training and career transition services
- Trained over 1200 people for in-demand/high growth industries
- Prepared over 800 people for employment
- Given over 75 motivational seminars
- Commitment to lifelong learning success - stay with students an average of 9-12 months

### Core Competencies

TBG Trains supports the Federal, State and Local Governments by providing:

#### Training

- Hospitality/Tourism Skills Training
- Public Health Training
- Soft Skills
- Verbal and non-verbal communication
- Professionalism
- Job Readiness
- Time management
- Professional attire
- Team Building
- Resume writing
- Interviewing techniques
- Career development
- Leadership development
- Computer technology
- Case Management
- Career Transition
- Project Management

#### Coaching

- Goal setting
- Action planning
- Work plan development
- Facilitating Solutions
- Strategic planning
- Meeting facilitation
- Customer Service Coaching
- Delivering superior service
- Telephone etiquette
- Conflict resolution

#### Motivating

- Life skills
- Money management
- Identifying your purpose
- Entrepreneurial success
- Planning and achieving goals

### Past Performance

**University of the District of Columbia-PATHS/ DC Dept. of Human Services, 2006-Present.** Creation and facilitation of TBG Trains Hospitality Boot Camp, ServSafe Certified Professional Food Manager/Food Handler training, and two-week work readiness training.

Reference: Dr. Yolanda Plummer, 202-274-7044, Yolanda.Plummer@UDC.edu.

**Greater Washington Hispanic Chamber of Commerce/Dept. of Housing and Community Development, 2008-Present.** Business consultation and customer service training for small businesses located in enterprise zones.

Reference: Emilia Gomez, 202-728-0352, EGomez@gwhcc.org

**United Planning Organization (UPO), 2014-Present.** Creation and facilitation of TBG Trains six-week Hospitality Boot Camp Education.

Reference: Diana Guinyard, 202-238-4600, dguinyard@upo.org .

**Education Northwest/AmeriCorps VISTA, 2014-Present.** Facilitate pre-service orientation for new members; both in-person and on-line.

Reference: Amy Cannata, Amy.Cannata@educationnorthwest.org.

**Washington English Center (WEC), 2014-Present.** Creation and facilitation of TBG Trains six-week Hospitality Boot Camp Training.

Reference: Gabriela Mossi, 202-387-2222, GMossi@washingtonenglish.org.

### Codes

DUNS: 962518549

CAGE Code: 7W2D9

NAICS: 541611, 541618, 561990, 611420, 611519, 624310

Woman Owned Business, Woman Owned Small Business, Economically Disadvantaged Woman Owned Small Business, Minority Owned Business, HUBZone, CBE Certified, Certified Trainers



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