

## Have Coffee With Amreen, This New Year

Dear friends,

We hope you enjoyed reading about the launch of our brand new toll free helpline for government school teachers in the last edition of the Rise for Good series. This time, we bring you the story of AmreenMultani, one of the SMARTest graduates of our employability programme.

“My brothers are jealous of me!”, she chuckled, when we met her for coffee earlier this month. She had remarked that lightly, but her confidence and body language indicated how serious the undertones were. As we dug a little deeper, she loosened up. What came out after two rounds of Espresso was heartwarming.



Amreen grew in a family of limited means in New Delhi’s Sunder Nagri area. Her father is a carpenter, mother a homemaker, and she has four brothers. As a child, she wasn’t allowed much – limited education, limited connections, and of course, limited choices. However, one thing soared in abundance inside her – she dreamed. She wanted to have a career, be financially capable, and support herself and family.

Her dreams got wings when she came across the newly opened SMART Centre at Sunder Nagri. She was thrilled about the course on Customer Relationships and Sales (CRS), but unsure about whether her parents would let her join. Indeed, it required some amount of one-on-one counseling

before she entered her first class of the Foundation Course, which taught her basic computer skills, groomed her personality and equipped her with functional English. In no time, Amreen graduated to the specialized course on CRS, and completed it with flying colours.



Amreen was immediately picked up by Barista at a good salary. They recognized her capabilities soon, and gave her an early promotion, leading to a senior position at the coffee shop. Ask her about a typical day, Amreen tells yet another tale – she gets up early in the morning, completes all household chores, dresses up in her Barista uniform (an orange as bright as her smile), and sets out for work. Before she steps out, she jokes, she sighs at her brothers, who sheepishly acknowledge her as the only earning sibling in the Multani household. She leaves home wearing a hijab.

“People talk”, she says, “not that it matters to me, but why invite unnecessary trouble for the family?” Once out of the streets she grew up in, she’s bright, sunny and free-spirited again! The entire day, she enjoys brewing and serving coffee, with a smile. Her team finds her hardworking, honest and full of life!

Amreen, as we like to believe, is a true Rise star. Not to forget, she’s our new poster girl for SMART, who will also make space for our upcoming version of the SMART brochure! As we enter 2015, we invite you to join us in making it a year for the many Amreens, who are making it big every day, after graduating in diverse trades from 50+ SMART Centres across 10 locations in India.

We would be happy to host you for a complimentary cup of coffee with Amreen whenever you’re in Delhi next time. For now, we leave you with a [film](https://www.youtube.com/watch?v=5jPE4Y5V6gQ) (youtube.com/watch?v=5jPE4Y5V6gQ) on SMART, and wishes for a fabulous new year!

Warm regards,  
Tech Mahindra Foundation

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Photos: Amreen poses smartly (1) outside her workplace, and (2) with us over coffee.