



Master Training Agreement

Training Provider: Alpha & Omega Career Center

Address: 702 Cincinnati

City, State, ZIP: San Antonio, TX 78201

Provider Contact: John Collier, Director

This Agreement sets forth the roles and responsibilities of the parties named above in providing training to customers eligible for Non-Workforce Investment Act programs administered by Workforce Solutions Alamo.

- Parties:** Workforce Solutions Alamo Career Center Operators (**Contractor**), as sub-recipient for Workforce Solutions Alamo (**WSA**), agrees to pay the cost of tuition, books, supplies and/or other required costs to provide training to eligible customers enrolled at Alpha & Omega Career Center, 702 Cincinnati, hereinafter known as the **Provider**.
- Time of Performance:** The period of this Agreement shall begin: 9/18/2009 and end on June 30, 2010. WSA may, at its own discretion, extend this agreement for subsequent one-year periods. The extension of this agreement will depend on demand occupations, training outcomes, and workforce funding.
- Approved Programs:** Individual training programs approved under this agreement (Attachment B), along with tuition and fees, estimated length of training, and program requirements, are delivered in compliance with applicable State law and/or **Provider's** regulatory body. If the cost of the training specified on the WSA vendor list is less than the amount listed in the **Provider's** catalog, the vendor list will prevail. Any changes in program costs, program information, program location or requests for additional programs must be submitted to **WSA** for inclusion on the vendor list.
- Customer Referral and Recruitment:** The **Provider** understands that only customers referred by **Contractor** may be enrolled into approved training programs. The **Provider** may not enroll any customer into training without proper referral from a **Contractor** representative. The **Provider** also understands those potential customers, who are recruited and referred to the **CONTRACTOR** for eligibility, may select other training.

Alpha & Omega Career Center
List of Approved Training Programs

<u>Course</u>	<u>CIP</u>	<u>Cost</u>	<u>Duration</u>
Customer Service Representatives	52.0411	\$5,500.00	540 Hours

**CUSTOMER SERVICE REPRESENTATIVE
COURSE SYLLABUS**

Customer Service Representative Curriculum

- I. Microsoft Office Programs
 - A. Microsoft Word
 - 1. File functions
 - 2. Formatting
 - 3. Shortcut keys
 - B. Excel
 - 1. Creating spreadsheets
 - 2. Formatting cells
 - 3. Formulas
 - C. Outlook
 - 1. Calendaring/managing appointments
 - 2. Contacts
 - 3. Attachments
 - D. PowerPoint
 - 1. Creating slideshows
 - 2. Formatting slides
 - 3. Slide design, layout, transition, animation

- II. Mastering Computer Typing
 - A. Keyboard, 10-key
 - B. Formatting (justification, etc.)
 - C. Grammar
 - D. Charts, tables, columns
 - E. Letters, envelopes, memos
 - F. Reports, manuscripts
 - G. Proofing, editing

- III. Telephone Skills A to Z
 - A. Voice mail
 - B. Phone calls
 - C. Attitude
 - D. Procedures

- IV. Customer Service
 - A. Handling problems
 - B. Voice mail
 - C. Phone, letters
 - D. Attitude, behavior
 - E. Technology
 - F. Office Skills

- V. Office Systems & Technology
 - A. Computer Hardware, Systems, and Configuration
 - 1. Terminology & Basic Concepts of Information Processing
 - 2. Hardware for Computer Operations
 - 3. Telecommunication & Network Technologies

4. Collaboration Tools, Internet, Digital Organization
 5. System Security
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- B. Document Layout, Design, and Reproduction
 1. Document Layout, Design, Legal Issues Relating to Reproduction
 2. Document Reproduction
 - C. Software
 1. Usage
 2. Installation & Configuration
 3. Types
 4. Troubleshooting
 - D. Managing Physical Resources
 1. Furniture, Equipment, and Supplies
 2. Ergonomics
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- VI. Office Administration
- A. Records Management
 1. Filing Systems
 2. File Management
 3. Filing Rules & Standards
 4. Security of Records
 - B. Communication
 1. Verbal – including Telephone Etiquette
 2. Written – including Word Processing
 3. Rules of Grammar
 4. Business Etiquette
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- VII. Management
- A. Human Resources
 1. Basic Management Principles
 - a. Managing in the 21st Century
 - b. Managing in a Global Environment
 - c. Ethics, Diversity, and Social Responsibility
 - d. Planning
 - e. Organizing
 - f. Leading
 2. Recruitment & Selection
 3. Evaluation
 4. Legal & Ethical Issues
 5. Job Analysis
 6. Training
 7. Compensation & Benefits
 8. Record Keeping
 - B. Accounting Procedures & Analysis
 1. Accounting Procedures
 2. Financial Statement Analysis
 3. Managerial Accounting
 - C. Time Management
 1. Paradigms & Principles

2. Being Proactive
 3. Begin with the End in Mind
 4. Put First Things First
 5. Think Win/Win
 6. Seek First to Understand, then Second to be Understood
 7. Synergize
- D. Communication
1. Nonverbal
 2. Presentation Techniques
 3. Professional Protocol
 4. Legal Issues

CUSTOMER SERVICE REPRESENTATIVES

CPI 520-411

Class schedule for Customer Service Representative (CSR) during school year 2009.

Theory – 126 hrs.

Laboratory experience – 294 hrs.

Work-study – 120 hrs.

Total = 540 hrs.

Minimum total hours to successfully complete this course are:

Theory – 115 hrs.

Laboratory experience – 270hrs.

Work-study – 110 hrs.

Total – 495 hrs.

This course is scheduled over a twelve week period, with classes meeting from 8:30 a.m. to 3:30 p.m., Monday through Friday.

New classes may begin any Monday with five (5) business days advance notice provided there is room. Classes are currently limited to 8 students. Advance registration and a site visit must be accomplished prior to the five day notice. Please call the Alpha & Omega Career Center's Administration Office for specific course beginning and ending dates.

Cost of instruction of this course is as follows:

Tuition –	\$ 4,970.00
Books & Supplies –	\$ 230.00
Lab Fees –	\$ 300.00

Total cost of the 12 week program is \$ 5,500.00

CUSTOMER SERVICE REPRESENTATIVES COURSE DESCRIPTION

CPI 520-411

Customer Service Representatives (CSRs) are needed in every area of business. In many industries, the CSR is the company's goodwill ambassador. These positions require a person to perform duties too varied and diverse to be classified for any specific industry. The industries with the highest demand currently are technical, administrative and customer service. Some of the occupations in highest demand currently are Customer Service Representatives, Executive Secretaries and Administrative Assistants. Since customer service covers such a wide range of services, the CSR occupation also fits under other industries such as financial, medical, real estate, IT and many others. These industries offer opportunity for personal and professional growth.

Customer Service duties are assigned in accordance with office procedures of individual establishments and may include a combination of answering and directing telephone calls, message taking, record keeping, data processing and typing. In some offices, there will also be a need to do marketing, demonstrations, sales, human resources, and/or management. All of these positions require good customer service skills.

The Customer Service Representatives (CSRs) course is taught at the Alpha & Omega Career Center (AOCC), which is located on the second floor of the Zion Lutheran Church property at 702 Cincinnati Ave. in San Antonio, Texas. It is designed in one-week increments to deal with subject matter on a concentrated and continuing basis. Periodically, classes or field trips will be held at other facilities to offer students an opportunity to apply classroom lessons in a work environment. Instructors and supervisors will assemble, explain, accompany and review the lessons of each day. The supervisor will make entries to case files for the individual portfolio.

Upon completion of this twelve (12) week course, participants will be given assistance with job placement until such time as they are employed. Those who are not immediately employed may be enrolled with staffing agencies to work as temporaries in fields in which they are qualified. Most positions that are offered by the staffing agencies are temp-to-hire. This allows the individual to demonstrate to the employer their job proficiency and in some cases receive a higher starting wage. These individuals are also eligible for direct employment.

Personal growth and job retention is the goal of Alpha & Omega. After exploration of each area, the instructors, coordinators and applicants can assess the different job environments best suited to the individual. It is important to remember that the skills acquired through training at AOCC can be used in a number of employment environments.

Through small group participation, leadership development will be exercised. Students are encouraged to assist each other and evaluations are made to encourage strengths and strengthen weaknesses during projects. Careful observation by instructors is a must here.

Career counseling and guidance may additionally be provided through large corporations and entities, simply by contacting the educational or sales divisions of the same. There is no cost to the individual, since referrals generate customers and clients.

Students who have satisfactorily completed the CSR course will receive a certificate of completion in addition to the job placement assistance.