



**ON-LINE JOB SEARCH****\$65.00**

Struggling to find a great job in a bad economy can be tough, but this class can help improve your chances of landing the job you deserve! Learn the latest techniques to search the Internet for jobs that are available in your area! This class will teach you interviewing and resume tips, how to post resumes online and how to use the Internet to research occupations, make contacts and network, get skills testing, and search for job vacancies. If you are unemployed or underemployed this class is perfect for you!

Sa                    9:00 am – 1:00 pm            9/12-9/19/09    RCC Room 925            Jones

**COMPUTER EMPOWERMENT FOR THE WORKPLACE****\$120.00**

This course provides employability skills training for unemployed and underemployed adults. The curriculum framework is designed to introduce computer and computer terms, develop a moderate comfort level of basic computer-use skills, introduce the Internet and develop email capabilities, and develop skills in navigation the Internet and using search engines. The content of the instructional materials should focus on the following topics: using the computer to search for jobs and occupational information, compiling employment-related documents (resume, cover letters, applications, etc.), accessing governmental and educational resources, and emphasizing the role of information technology in the world of work.

T & Th            5:30 - 8:30 pm            9/15-10/15/09            RCC Room 925            Clark

**EMPLOYMENT PLANNING ON THE INTERNET****\$120.00**

This course provides employability skills training for unemployed and underemployed adults. The curriculum framework is designed to introduce computers and computer terms, develop a moderate comfort level of basic computer-use skills, introduce the Internet and develop email capabilities, and develop skills in navigating the Internet and using search engines. The content of the instructional materials should focus on the following topics: using the computer to search for jobs and occupational information, compiling employment-related documents (resume, cover letters, applications, etc.), accessing governmental and educational resources, and emphasizing the role of information technology in the world of work.

T & Th            5:30 - 8:30 pm            10/27-12/1/09            RCC Room 925            Clark

**PRE-TELLER CERTIFICATION COURSE****\$120.00**

This course is designed for persons interested in becoming bank tellers and cashiers. Topics to be covered in this 45-hour course include balancing operations, handling cash, customer relations, introduction to banking operations, motivation and self-confidence, professional conduct and dress, and security procedures. Students who successfully complete this course are promised an interview with BB & T (this does not guarantee employment). Students will receive American Banker's Association Credit for this course which is recognized by financial institutions nationwide. **Text book required.**

T & Th            6:00-9:00 pm            8/18-10/6/09            RCC Room 1427B            Page  
 T & Th            6:00-9:00 pm            10/20-12/10/09            RCC Room 1427B            Page

**SUCCEEDING AS A CALL CENTER ASSOCIATE****\$175.00**

In partnership with BB&T, this class is offered to individuals who are interested in part-time or full-time employment in a marketing or customer service career? Financial institutions offer a broad array of services via call centers. Learn how to market products, collect debts, and deliver superior customer service. Emphasis is placed on teamwork, work ethic, and displaying a positive attitude. Basic computer skills are a pre-requisite. Students who successfully complete this course will be better prepared for a job in this arena.

M – F                      8:30am-2:00pm                      8/10-9/18/09                      RCC Room 1411B                      Blue

**BASIC COMPUTER SKILLS****\$65.00**

This course is designed to cover basic computer skills beginning with the components of a computer. Other skills include using a mouse, operating systems review, varying file commands, and a brief introduction to the Internet. Topics include: Introduction to computers, input devices, processing, data storage; Internet capabilities, email, job search engines; Working with applications, CD-ROM, output devices; and course review.

T & W                      5:30-7:30 pm                      8/18 – 9/23/09                      Lumberton ESC                      Martin  
 T & W                      5:30-7:30 pm                      10/13 – 11/18/09                      Lumberton ESC                      Martin

**KEYTRAIN LAB****\$175.00**

This employability lab is designed to assist individuals in nine different areas – business writing, locating information, technology, mathematics, listening, teamwork, reading and observation. An individual will receive career counseling to make appropriate decisions about career choices, assessment of current skills levels related to career choices, training in the skill area in which remediation is needed and finally formal assessment to determine if skills are at the appropriate level to pursue identified careers. While working on the KeyTrain software, which is self-directed and self-paced, individuals will receive job search assistance, information on the local labor market and educational opportunities, and motivation from staff to find appropriate employment or referral to further training. This class is open-entry to allow individuals to access the training at the time unemployment occurs and open-exit as students may leave the class as they achieve the skills levels identified or when they obtain employment.

M-F                      8:00am – 2:00pm                      OPEN                      RCC 1412B                      Lowery  
 M-F                      8:00am - 2:00pm                      OPEN                      RCC 925                      Sessoms  
 T&Th                      5:30 – 8:30 pm                      OPEN                      RCC 1412B                      Jones

**SERVICE INDUSTRY TRAINING ACADEMY****\$175.00 (per class)**

It's no secret that the service industry experiences rapid and constant turnover in staff. Keeping customer service employees upbeat and motivated is no small task. By understanding the importance of providing excellent customer service, participants will be able to overcome some of the barriers that keep them from delivering it now. This training academy is designed for students interested in entering the Service Industry in a variety of job settings such as:

Hospitality, Fast Food, & Cashier/Retail Sales. Class projects will help students' identify and choose which job is best suited to their interests and understand how to advance in the service industry arena. The Training Academy will be a total of 345 hours. Students may choose to enroll in the series of three classes or one class.

1. Customer Service for Hospitality Training (115 hours) 10/12-11/11/09

The course is designed for students interested in entering the Hospitality Industry in a variety of settings. Students will focus on customer service skills specific for the hospitality industry. Class session will cover guest services, professionalism, safety and security, front desk representative, reservationist, bell service attendant, guestroom attendant, maintenance worker, laundry attendant and food and beverage divisions. Practice aspects of the hospitality industry.



2. Customer Service for Fast Food Training (115 hours) 11/16-12/18/09

This course is designed for students interested in entering the Fast Food Industry in a variety of settings. Students will focus on customer service skills specific for the fast food industry. Class sessions will cover food preparation, food service, various task, tools & technology used, skills needed, and other activities.



3. Customer Service for Cashier/Retail Training (115 hours) 9/8-10/8/09

This course is designed for students interested in entering the Cashier/Retail Industry in a variety of settings. Students will focus on customer service skills specific for the cashier/retail industry. Class sessions will cover mathematics, receipt of payment, computing and recording cash drawer transactions, counting and monitoring money in cash drawer, balance sheet, issue of receipts and refunds, returned merchandise, knowledge of sales and promotions, security, recommending and selecting merchandise, sales and marketing.



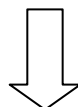
M – F 8:30am-2:00pm

9/8-12/18/09

RCC, Room 1427B

Stewart

**“BUILD A BRIDGE BETWEEN YOURSELF AND EMPLOYERS WITH THE”**



## **NORTH CAROLINA CAREER READINESS CERTIFICATION (CRC)**

The Career Readiness Certification (CRC) certifies that job seekers have the core employability skills required across multiple industries and occupations. It is a portable credential that promotes career development and skill attainment for the individual, and confirms to employers that an individual possesses basic workplace skills in reading, math, and locating information-skills that all jobs require. The three assessments that make up the CRC are Applied Mathematics, Locating Information, and Reading for Information-and are awarded on three levels: Bronze, Silver, and Gold. Visit the CRC website at [www.crcnc.org](http://www.crcnc.org).

### **WORKKEYS**

If you want to be adequately prepared for the workforce, you need to understand the requirements for jobs you are considering. WorkKeys helps determine the skill levels for various jobs. WorkKeys is a job skills assessment system measuring “real world” skills that employers believe are critical to job success. These skills are valuable for any occupation-skilled or professional-and at any level of education. When you use WorkKeys to show you are ready for work, you have an advantage with employers who accept or require job applicants to have WorkKeys scores. A growing number of states nationwide also are adopting WorkKeys to ensure that all their workers have needed skills. WorkKeys assesses nine skill areas: Applied Mathematics, Applied Technology, Business Writing, Listening, Locating Information, Observation, Reading for Information, Teamwork, and Writing. Each WorkKeys assessment has a score level range which is usually 3 to 7. The scores indicate an individual’s ability to perform more complex skills as the score level increases.

**\*\*WORKKEYS TEST ARE ADMINISTERED THE 2<sup>ND</sup> AND 4<sup>TH</sup> FRIDAY OF EVERY MONTH.**