



More than you know

## Human Resource Development

*Courses to enhance  
your job and  
professional skills*

**FREE if you are  
unemployed or meet  
specific income criteria**

**For More  
Information,  
Please Call the  
Customer  
Service  
Center  
761-1002**

## ***SPRING 2013 CLASSES***

### **Customer Service Skills in the Hotel Industry**

Learn what it takes to obtain and succeed at jobs in the hotel and motel industry, such as front desk representative and reservationist. Learn critical customer service and professional skills needed in this and many other occupations. Prepare for the job search with up to date tips on resume development and interviewing skills

2/4-4/29, MW, 9am - 12pm,  
REACT Center Rm 10

### **Employability Lab**

This open lab provides an opportunity to develop skills and resources for the job search. Develop or revise your resume, work on communication skills to effectively present yourself to employers, learn to handle typical interview questions, use networking to position yourself for employment and utilize the full range of job search methods.

1/7-5/1, MW, 9am - 12pm,  
REACT Center Computer Lab  
1/8-5/2, TTh, 9am - 12pm, WC Rm 27

### **Food and Beverage Service Careers**

Learn about employment opportunities in the food and beverage service industry by getting hands on training in a real world setting to develop knowledge and skills in areas such as food safety, alcohol awareness, event operations, meeting and banquet set-up, and customer service. Students successfully completing the course are guaranteed an interview with the Twin City Quarter.

2/4-3/14, M-Th, 12:30pm - 3:30pm,  
Embassy Suites

### **Interview Skills Workshop**

Learn how to prepare for the job interview and effectively present yourself.

1/28-1/31, M-Th, 9am - 12pm, REACT Center Rm 3  
3/5-3/14, TTh, 9am - 12pm, REACT Center Rm 10

### **Intro to Autobody**

The course provides an introduction to auto body repair. Students will receive information about repairing scratches, dents, rust, and minor body damage that will prepare them to enter into a hands-on training program. They will also receive instruction on job seeking skills.

**\*Contact Customer Service at 761-1002 for information**

### **Intro To Biotech Careers**

The course combines basic math and science training, along with career readiness and technical skill development needed to pursue further training in the Bio-Pharmaceutical field.

1/14-4/8, MW, 1 - 4pm, WC Rm 14  
2/11-5/6, MW, 6 - 9pm,  
REACT Rm 3

### **Intro to Clerical Assistant**

This course introduces you to clerical occupations. Learn practical communication and computer skills, including Microsoft Office.

1/15-2/26, TTh, 1:30 - 4:30pm, Goodwill Rm 302  
2/12-3/26, TTh, 6 - 9pm, Goodwill Rm 123B  
3/12-4/23, TTh, 1:30 - 4:30, Goodwill Rm 302

### **Intro to Culinary & Food Services**

Investigate careers in the culinary and food service industries. Learn about employment opportunities and what employers in the field are looking for.

1/15-2/7, TTh, 1 - 4pm, REACT Rm 10  
3/11-4/3, MW, 6 - 9pm, REACT Rm 2

### **Intro to Health Care**

This course is designed to allow students to explore the healthcare culture and employment opportunities within the healthcare field. It provides students with basic information for a career in healthcare and planning for future goals. Students will also receive human resource development instruction which will strengthen professional skills needed in the healthcare environment. .

3/4-3/27, MW, 5:30 - 8:30pm, Grady Swisher Center, Rm 110

### **Job Search Boot Camp**

Jump-start your job search with this powerful half-day seminar. Learn proven methods for creating a winning resume, presenting yourself effectively in interviews, uncovering the hidden job market and using networking to your advantage.

1/17, Th, 9am - 1pm, REACT Rm 10  
2/21, Th, 9am - 1pm, REACT Rm 10  
3/21, Th, 9am - 1pm, REACT Rm 10  
4/18, Th, 9am - 1pm, REACT Rm 10

### **Keytrain & Resumes**

Individuals will learn how to create an effective and winning resume that will lead to an interview while at the same time increasing their employment skills using the KeyTrain internet based curriculum. In the KeyTrain Labs, one can practice lessons before taking the WorkKeys assessments. KeyTrain is a comprehensive, yet easy-to-use system for improving the basic skills measured by the WorkKeys® Assessment System. Using KeyTrain, one can assess their potential WorkKeys scores, review topics in each WorkKeys skill area, and practice problems similar to those on an actual WorkKeys assessment. The KeyTrain Labs are offered at no cost to the individual if they are unemployed.

1/8-5/14, TTh, 1 - 4pm, WC 122

### **Resume Development**

Individuals will learn how to create an effective and winning resume and cover letter that will lead to an interview. Individuals will be able to identify personal and transferrable skills that they have obtained throughout the years that can be included on their resume. 1/29-2/5, TTh, 6 - 9pm, Goodwill Rm 123-B

### **Technology Skills for Employment**

This course covers the basic computer skills needed in the job search and on most jobs. It includes understanding the computer operating system, managing files and folders, awareness of common software programs, searching the internet for job information, completing job applications online, and posting resumes on the internet and using email.

1/15-2/26, TTh, 9am - 12pm, REACT Computer Lab  
2/19-4/2, TTh, 6 - 9pm, REACT Computer Lab  
3/19-4/30, TTh, 9am - 12pm, REACT Computer Lab

### **Technology Skills for Job Seekers**

This course is a shorter version of Technology Skills for Employment (see above) and covers many of the same topics  
1/8-1/31, TTh, 9am - 12pm, King Library  
2/5-2/28, TTh, 9am - 12pm, King Library  
3/5-3/28, TTh, 9am-12pm, King Library  
4/2-4/25, TTh, 9am - 12pm, King Library

### **Using Social Media to Enhance Your Job Search**

Learn how to use Facebook, Twitter, and blogs to make yourself stand out to employers. Learn to avoid common online mistakes that can destroy your credibility.

1/15-1/22, TTh, 6 - 9pm, REACT Computer Lab  
3/5-3/12, TTh, 9-12pm, REACT Computer Lab

### **Using Twitter To Network for a Job**

Understand how the social networking tool, Twitter, can be used to find a position by connecting with recruiters and employers. You will learn to build your own customized professional Twitter Profile and to use Twitter tools such as hashtags to focus communications toward job search communities and career professionals.

2/5-2/12, TTh, 6 - 9pm, REACT Computer Lab  
4/9-4/16, TTh, 6 - 9pm, REACT Computer Lab