

TO: Executive Committee

DATE: 2/04/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Customer Service Academy Classes at Los Baños One-Stop

PROPOSED MOTION(S): For Information Only

DISCUSSION: One of the goals of the Workforce Investment Board is to “train and attract adaptable workers to fill industry needs”. An agreement between Merced College and the Department of Workforce Investment seeks to provide customer skills development through Customer Service Academy classes in the Westside Employment Resource Center. The Customer Service Academy, staffed by Merced College instructors, provides employees (and incumbent workers) customer service, stress management, time management, ethics and values, decision making and problem solving skills. This is a three-way partnership between Merced College, the Los Baños Chamber of Commerce and Workforce Investment.

The agreement between Workforce Investment and Merced College will run from January 1, 2008 through December 31, 2008. The cost is based on calculated combined cost of electricity, gas, sewer, trash disposal and water service, and total cost shall not exceed \$1,000. The training will consist of ten workshops dealing with Work Ethic, Attitude, Appearance, Valuing What’s Important to the Organization, and Communication. The Academy will be held the third and fourth Wednesday of the month.

ATTACHMENT(S): N/A