

Job Readiness Skills

Job Skills (up to 15 Hours)

Price: \$490 or 5 vouchers

This course helps students prepare for interviews and create a resume. Learn how to prepare for an interview by dressing appropriately, knowing when to arrive, knowing what employers look for, and learn common mistakes job seekers make in an interview. Sample interview questions and exercises will be given. Learn how to decipher classified advertisements, structure responses, negotiate salary and compensation, and follow up after the interview is over.

Customer service, telephone skills, and staying organized are critical components of a successful business. Learn to interact with the public in person and over the telephone. Discover skills for dealing with angry customers and tactics for keeping your composure in stressful situations. We'll show you how to improve your telephone etiquette; placing customers on hold, transferring callers, voice mail, and working with challenging callers. Maintain and organize files and records properly, and make your filing system work for you.

We will review the resume writing process. We will work with Microsoft Word to create or improve a resume, and you will receive a disk to take your resume with you when it is completed for future updates. Learn how to gather information for your resume; evaluate goals and personal characteristics. Select a format, stay consistent in style, work with section headings, and create a cover letter. Finished resumes will be evaluated by the instructor. Different ways to submit your resume will be discussed including mailing, hand delivering, and submitting on the web. Learn how to fill out applications and discover what not to do on an application.

Typing (up to 6 Hours)

This course includes software for you to keep!

Price: \$195 or 2 vouchers

This course is an instructor-led interactive course. A pretest is given to evaluate skills; there are progress tests at the end of each exercise, and a final typing test to measure overall improvement. Typing instruction is on a computer keyboard. We will show you proper finger placement, body posture, how to navigate the keyboard, and finger key assignments. Learn tips for increasing your accuracy and speed.



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