

December 19th 2011



Customer Service Representative & Peer Relation Training Program Procurement Request

Investing in employees through training makes employees feel valued and improves motivation. In addition, when employees treat customers and each other well by using proper customer service skills, and interpersonal skill base they are more likely to be treated well in return.

Both these factors can help to increase employee loyalty and reduce turnover, thereby lowering costs to businesses.

Workforce Solutions of East Texas is requesting Customer Service Representative & Peer Relation Training Program bids for the Longview Workforce Solutions Center located at 2430 South High Street Longview Texas 75606 (903)758-1783 EXT 247.

The winning bid will provide the instructor, and pay for lodging and travel expenses accrued by the instructor.

The first class will be conducted the third Thursday of each calendar month beginning in January 2012 through September 2012 totaling nine (9) classes. Training date changes are possible due to facility room availability. The Workforce Solutions will contact training facilitator with any changes. Each class will be a one (1) day training, seven (7) hour course with a 30 minute lunch and breaks to be determined by the instructor. All classes will be located at Workforce Solutions office in Longview Texas.

The seminar fee is set for a minimum number of ten (10) attendee's maximum of 15. Workforce Solutions reserves the right to cancel class within 48 hours of scheduled training day without penalty if less than 10 students are enrolled.

The facilitator will provide the following:

- o Planning
- o Curriculum
- o Setup
- o Registration
- o Sign-In sheet for each class with copy to Workforce Solutions
- o Printing and/or Purchasing of Materials and Handouts
- o Spirals and pens if required for notes
- o Customer Service Certification Certificate
- o Class evaluations
- o Clean-Up
- o Instructor Fees
- o Certificate upon completion

Please submit cost per student fee for Customer Service & Peer Relation Completion Certification, items mentioned above and include curriculum to be taught during training session.

LONGVIEW TEXAS WORKFORCE SOLUTIONS LOCATION

The Longview Workforce Solutions center will provide the following:

- o Participants
- o Training facility
- o Internet connection
- o Dry Erase
- o Board-Markers
- o Copy Machine
- o Fax Machine

The Customer Service & Peer Relation Program Training will be completed on the following dates

Thursday	Thursday	Thursday
1-19-2012	4-19-2012	7-19-2012
9am-4pm	9am-4pm	9am-4pm

Thursday	Thursday	Thursday
2-16-2012	5-15-2012	8-16-2012
9am-4pm	9am-4pm	9am-4pm

Thursday	Thursday	Thursday
3-15-2012	6-21-2012	9-20-2012
9am-4pm	9am-4pm	9am-4pm

Please submit bid proposal on or before the close of business January 12th 2012. The winning bid will be chosen January 13th 2012. All bidders will be notified on that same day if they have won the bid or not. If you have questions or comments please do not hesitate to contact Jill Grissett. jill.grissett@eattexasworkforce.org or 903-758-1783 ext. 247. Cellphone contact number 903-220-2633. I look forward to discussing this training opportunity with you.

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