

WORKPLACE ESL AT DIA 2009

FREE ENGLISH CLASSES

Class Location: DIA Jobs Workforce Center Training Room

Main Terminal, Level 5, next to the Money Exchange

Class schedule: 1 ½ hours, 2 times/week

FIRST SESSION: Apr. 7 to Aug. 6, 12:00 to 1:30pm (next class begins on May 26, 2:30 to 4:00pm)

Classroom Resources:

- **Speaking Up At Work** (textbook)
- **Clear Speech** (textbook)
- Various Customer Service materials (CD ROM and videos)
- DIA Jobs Workforce Center computers



This class will incorporate real-life situations in many formats. By creating a team learning environment, the class will be an interactive, interesting, and fun, way for the participants to improve their Customer Service skills while increasing their work culture awareness and English language skills.

Topics of Instruction:

- effective communication skills
- asking for clarification
- politeness in tone and mannerisms
- handling difficult customers
- teamwork strategies
- managing conflict
- cultural issues
- safety issues
- discrimination
- sexual harassment
- pronunciation

CONTACT: Rose Schaefer, Spring Institute
303.863.0188 ~ roseschaefer@springinstitute.org



CASH HANDLING TRAINING SEMINAR

**Brought to you by the Denver DIA Workforce Center
Spring Institute for Intercultural Learning**



Class Location: DIA Jobs Workforce Center Training Room
Main Terminal, Level 5, next to the Money Exchange

Program Description

As ambassadors for their companies, retail employees at DIA create the positive first impressions that travelers take with them as they visit the City of Denver and the State of Colorado. Topics in this program include:

- Effective customer service strategies
- Principles and issues related to cash handling and retail
- Balancing/reconciling a cash drawer
- "Counting up" when giving change

Contact

Michael Martinez, DIA Workforce Center
(303) 342-2585

or

Chris Tombari, Spring Institute
303.863.0188



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DIA CASH HANDLING SEMINAR

Objectives: The participants in Spring Institute's Cash Handling Seminar will

- Demonstrate effective customer service strategies through role plays
- Contribute points of discussion relating to principles and issues of cash handling
- Balance/reconcile a cash drawer
- "Count up" when giving change on a cash transaction

Training Outline

CUSTOMER SERVICE

- Cultural interactions
- Brainstorm of possible issues and interactions
- What is good customer service?

AREAS OF CAUTION IN CASHIERING

- Mistakes from being distracted
- Crime awareness (quick change artists, counterfeit money, procedures to follow during a robbery)

PRINCIPLES OF CASH HANDLING

- Customer service
- Accuracy
- Inventory skills

HARD SKILLS

- Balancing and reconciling a cash drawer
- Counting out change for a customer ("counting up")
- Math practice specific to cashiering
- Organizing products using alpha-numeric codes (inventory)

ROLE PLAYS

- Customer/ merchant dialogs
- Paying/giving change

CUSTOMER SERVICE TRAINING SEMINARS



Brought to you by the Denver DIA Workforce Center & Spring Institute for Intercultural Learning

Class Location: DIA Jobs Workforce Center Training Room
Main Terminal, Level 5, next to the Money Exchange

As ambassadors for their companies, employees at DIA create the positive first impressions that travelers take with them as they visit the City of Denver and the State of Colorado. Customer Service Training modules include:

- Identifying good and bad examples of customer service;
- Demonstrating how body language impacts positive first impressions;
- Improving active listening strategies to create successful communication (with external and internal customers); and
- Understanding the importance of meeting customer expectations.

Classes offered AT NO CHARGE and customized for your business

- Programs 1 to 3 hours (during Workforce Center hours of operation)
- Offered for incumbent employees and/or new hires
- Lesson modules arranged to meet your business needs

Contact:

Michael Martinez, DIA Workforce Center: 303.342.2585

**Robin Martinez, DIA Employer Services: 303-342-2580 or
Robin.Martinez@denvergov.org**



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CUSTOMER SERVICE OUTLINE MODULES 1, 2, & 3

CUSTOMER SERVICE I – General Principles

Defining Customer Service

- Customer Service in the Context of DIA
- Customer Expectations at DIA

Customer Service Training Video (Denver-Specific)

Quality Service

First Impressions and Culture

- Verbal and non-verbal communication and culture

Effective Communication

- Active listening
- Small talk (appropriate vs. inappropriate)
- Strategies for working with unhappy customers

Case Studies

CUSTOMER SERVICE II – Building Relationships

Defining Customer Service

Customer Service Video (General Customer Service Principles and Examples)

Understanding Customer Expectations at DIA

- Exceeding expectations
- Building “rapport”

Case Studies

- Non-native English speakers and communication strategies
- Turning negative experiences into positive experiences

Effectively Communicating with Non-native English Speakers

CUSTOMER SERVICE III – Customer Service Skills at DIA

Defining Customer Service in Relation to DIA

DIA Customer CD-ROM

- Teacher-facilitated with supporting discussion and materials

Effective Communication through Active Listening

Addressing “Difficult Situations”

INTERCULTURAL COMMUNICATION SEMINAR

Date: Monday, November 3, 2008

Time: 9:00 am to 12:00 pm

Location: Denver DIA Workforce Center Training Room
(Main Terminal, Level 5)

Enrollment Process:

There is no enrollment fee. Businesses interested should contact Chris Tombari (ctombari@springinstitute.org or 303.863.0188) to reserve seating.

Topics of Instruction:

Communication always presents challenges, but communicating with coworkers across cultures and those with limited English proficiency can be even more challenging.

Developing effective Intercultural Communication skills can:

- help reduce miscommunications
- bring new perspectives to problem-solving
- provide new ideas to teams and individuals
- increase harmony in the workplace
- enhance responsiveness to customer needs
- enhance productivity and profitability
- diminish the adjustment time of new employees, their coworkers, and managers

Participants attending this training seminar will:

- develop an increased awareness of cultural values and norms and their impact on the workplace
- understand the impact of culture on your company or organization
- build skills to help meet the challenges of communicating across cultures

CONTACT: Chris Tombari, Spring Institute
303.863.0188 ~ ctombari@springinstitute.org



Bridging Cultures • Building Futures
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PROFESSIONAL COMMUNICATION SKILLS SEMINAR



**Brought to you by the Denver DIA Workforce
Center & Spring Institute for Intercultural Learning**

Class Location: DIA Jobs Workforce Center Training Room
Main Terminal, Level 5, next to the Money Exchange

Class schedule: 3 hours



Program Description

What is professional communication in the workplace? How formal do businesses expect their employees to behave at work? In this seminar, participants will learn how to...

- gain an understanding of formal communication styles in a business setting, including appropriate body language and use of formal, rather than casual, English
- demonstrate effective communication techniques and strategies through role-playing
- have discussion, and practice in answering and asking work-related questions

Contact

Michael Martinez, DIA Workforce Center ~ 303.342.2585

or

Chris Tombari, Spring Institute ~ 303.863.0188



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DIA SECURITY BADGE TEST PREPARATION CLASS



Class Location: DIA Jobs Workforce Center Training Room
Main Terminal, Level 5, next to the Money Exchange

Class Schedule: monthly

Referral Process: interested individuals as well as employers looking to enroll employees (Limited English Speaking) should contact Sam Abraham at the DIA Denver Workforce Center (303.342.2583)

Program Description:

This class is not for all employees. It is designed to help non-native, limited English speakers who need assistance preparing for the Security Badge (SIDA) Test. This class will incorporate new vocabulary and phrases in many formats and provide an introduction to the SIDA Test. DIA businesses are invited to refer new hires and incumbent workers who need to be re-badged. The curriculum for this class has been prepared in coordination with DIA Security Office and is taught by ESL instructors from the Spring Institute for Intercultural Learning.

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