



Customer Service Training Procurement Request

7-30-2011

Investing in employees through training makes employees feel valued and improves motivation. In addition, when employees treat customers well by using proper customer service skills, 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.

Workforce Solutions of East Texas is requesting Customer Service training bids for the Longview Workforce Solutions Center located at 2430 South High Street Longview Texas 75606. (903)758-1783.

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

The class will be a one (1) day, seven (7) hour course.

This class can be held at Workforce Solutions Longview Texas location.

The seminar fee is set for a minimum number of ten (10) attendees.

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:

- Planning
- Setup
- Registration
- Sign-In
- Printing and/or Purchasing of Materials and Handouts
- Customer Service Certification Certificate
- Class evaluations
- Clean-Up
- Instructor Fees
- Certificate upon completion

Please submit cost per student fee for Customer Service Certification, including the items mentioned above.

LONGVIEW TEXAS WORKFORCE SOLUTIONS LOCATION

The Longview Workforce Solutions center will provide the following:

Participants

Training facility

Internet connection

Dry Erase Board-Markers

Copy Machine

Fax Machine

The Customer Service training will be completed Thursday 8-25-2011 time 9am-4pm and Thursday 9-15-2011 from 9am- 4pm.

Please submit bid proposal on or before the close of business August 12th 2011. The winning bid will be chosen August 18th 2011. 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@twc.state.ts.us. 903-758-1783 ext 247. Cell 903-235-1337. I look forward to discussing this training opportunity with you.

Jill Grissett

NCP Choices Career Coach

Workforce Solutions East Texas

2430 S. High Street, Ste. A1

Longview, TX 75602

(903)758-1783 Ext: 247

(903)553-7204 Fax

(903)235-1337 Cell