

LANGUAGE IS OPPORTUNITY



“Employee turnover among ENGLISH @ WORK participants has decreased by 16%. This saved us \$250,000 or 7 times what we spent on the program, a darn good return on investment!”

-Scott Carlisle
Director of Support Services
Seton Healthcare Family

“The value of class hours to what you pay is excellent. For example, I took a class off-site that was \$17 per hour. The E@W class was 3 times less and it was customized to our business. It is very hard to get materials that are specific to what Maudie’s does.”

-Michelle Hawkins
Training Manager Maudie’s Tex-Mex

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ENGLISH @ WORK CUSTOMIZES ENGLISH CLASSES TO YOUR BUSINESS’ NEEDS AND DELIVERS THEM ON SITE TO YOUR EMPLOYEES.

SINCE 2007, ENGLISH @ WORK HAS PROVIDED CLASSES TO OVER 1,300 EMPLOYEES AT 50 BUSINESSES, INCLUDING:

- City of Austin – Resource Recovery
- Tacodeli
- US Farathane
- Seton Healthcare
- Austin Career Institute

5 Ways ENGLISH @ WORK increases your bottom line and streamlines your operations:

- Increases employee retention
- Increases revenue by giving employees the language skills they need to guarantee an excellent customer service experience
- Engages employees to help identify natural leaders among your frontline staff
- Reduces accidents and injuries and improving quality control
- Reduces turnover

ENGLISH
@WORK



LITERACY COALITION

OF CENTRAL TEXAS

COURSE MENU

WORKPLACE ESSENTIALS

Provides students with the basic vocabulary and knowledge to communicate successfully in common workplace situations.

- Introductions, greetings & goodbyes, numbers, days of the week and months, personal information and other workplace topics relevant to day-to-day interactions with coworkers and customers. This course prepares students to be successful in a variety of basic situations they encounter at work.

MASTERING CUSTOMER SERVICE

Gives students the vocabulary and knowledge to interact with customers and meet their needs.

- Covers customer needs, workplace areas, giving directions, phone etiquette, responding to problems, emergencies, and complaints, and customer service strategies. The goal of this course is to enable students to be successful in communicating with customers and meeting their needs in a variety of situations.

HEALTH & SAFETY

Equips students with the vocabulary and knowledge to discuss injuries, illnesses, emergencies, and workplace safety.

- Includes parts of the body, illnesses & symptoms, injuries, calling in sick, safety signs & warnings, protective equipment, workplace safety items, ergonomics and repetitive movements, and other topics meant to empower students to do their job safely and identify potential safety hazards. The goal of this course is to provide students with the language they need to do their jobs safely and effectively, and to communicate effectively when they are sick or injured.

ADVANCED CUSTOMER SERVICE

Takes customer service further, by giving students more complex vocabulary and soft skills to meet customer needs.

- Builds polite language skills, more complex problem solving, being a team player, understanding work orders, common workplace challenges and workplace culture and values. The goal of this course is to enable students to deal with more complex customer interactions with improved vocabulary and soft skills.

TESTIMONIAL

“I was quite pleased with the curriculum and professionally instructed sessions. ESL learners are more confident interacting with a wider range of internal and external customers. Graduates of the English class reported a feeling of inclusiveness and support that will enhance their work and personal lives.”

-Lisa Pierce-Jones
Human Resources City of Round Rock