

YOU ARE INVITED TO OUR...



WETC
Westside Education Training Center

SKILLS FOR SMALL BUSINESS GRANT COMMUNITY WORKSHOP

WEDNESDAY, OCTOBER 11, 2023
9:30AM - 10:30AM

610 SW 41ST STREET, SAN ANTONIO, TX 78237

Come to our new WETC Community Center. Grab a cup of coffee, a taco, and hear about our TWC No-Cost **"FREE"** grant training for small business with 1 to 99 employees!

Grant training ONLY for full-time employees
(No self-employed, 1099 or part-time employees)

APPLY FOR OUR NOVEMBER/DECEMBER TRAINING CLASSES

- **Nov. 30th 8am - 5pm**
CPR/BLS for Healthcare Providers
- **Dec. 7th - 8th 8am - Noon, Daily**
Critical Elements of Customer Service
(The Basics)
- **Dec. 11th - 12th 8am - 3pm, Daily**
OSHA 10 (General Industry Safety)

Contact: Kathy M. Fogle, Account Executive
kfogle3@alamo.edu or 210-485-0863 for application assistance.

TWC online application deadline: Friday, November 3, 2023.



Visit our website at:
www.alamo.edu/skillsforsmallbusiness

Limited seating available for the workshop event! **RSVP** by or before October 9, 2023 to
Manny Olivares 210-485-0833 or email: molivares@alamo.edu



FACE-2-FACE AT WETC

Skills for Small Business Grant

Targets businesses with 1 to 99 employees and provides:

- Training **only** for full-time employees
- Up to **\$1,800** for tuition and fees per new hire
- Up to **\$900** for tuition and fees per incumbent employee
- Training selected from courses offered by Alamo Colleges District Economic & Workforce Development 7 Center Operation locations

Three Important Eligibility Requirements:

- Must have one or more full-time employees
- Current on paying TWC Unemployment Insurance Tax
- Employer are paying employees prevailing wages in the state of Texas



Critical Elements of Customer Service

1 Day/8 Hours (Min. 4/Max. 24 students)

While companies promise to deliver an incredible customer experience, some are better at supplying this than others. This course is designed around six critical elements of customer service that, when a company truly embraces them, bring customers back to experience service that outdoes the competition. By the completion of the training participants will be able to understand the customer service approach, how your own behavior affects the behavior of others. Demonstrate confidence and skill as a problem solver, apply techniques to deal with difficult customers, and know how to provide excellent customer service.



OSHA 10 General Industry Safety

2 Days/12 Hours
(Min. 4/Max. 18 students)

Prepare to meet the OSHA 10 Hour Training Requirements for 29 CFR 1910 General Industry Safety, and cover topics related to General Industry Safety. Upon completion students who attend all class hours will earn their 10 Hour OSHA Safety and Health card.

CPR/BLS for Healthcare Providers

1 Day/8 Hours (Min. 6/Max. 12 students)

This course trains participants to promptly recognize several life-threatening emergencies, give high-quality chest compressions, deliver appropriate ventilations, and provide early use of an AED. Reflects science and education from the American Heart Association Guidelines Update for CPR. BLS certifications are valid for two years.