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Mi Casa Launches New Career Training Programs, Now Accepting Applications for 2012

February 1, 2012 (DENVER): Mi Casa Resource Center has launched two new career development programs, which will help the agency serve a wider variety of Denver workers seeking skills upgrades and job-search support. Mi Casa's new Workplace Skills program covers the basics of career-readiness, professionalism and job search. The new Customer Service program focused on bilingual individuals interested in honing customer service and sales skills for careers in the hospitality, call center, and retail industries.

Workplace Skills is an intensive four-week program and is Mi Casa's most flexible career training program. Based on popular demand from the community and recommendation from Mi Casa's employer partners, the program is designed to prepare students to grow as professionals in their chosen industries.

The Workplace Skills curriculum includes highly relevant skills training for all industries, technical certifications and job-search training and support:

- Problem solving and communication
- Professional relationship training
- Stress and time management
- Financial/computer literacy
- CareerReady Colorado (CRC) Certification
- Site visits and practical application of skills
- Career pathway and personal branding
- Practical interview preparation
- Resume, cover letter, and references
- Job placement assistance and on-site interviews

The Customer Service program is an intensive six-week program designed to prepare students for careers in a variety of customer service industries, including retail, call centers, healthcare, and hospitality. The curriculum was developed in partnership with local and nationally recognized employers. The course will include specialized training by industry, as well as general customer service skills, guest speakers, and tours to a wide variety of customer service companies.

Curriculum includes five high-demand areas of customer service training, technical certifications, workplace skills training, and job-search training and support:

- General Customer Service
- Healthcare
- Call Centers
- Retail
- Hospitality
- National Professional Certification in Customer Service from the National Retail Federation (NRF)
- CareerReady Colorado (CRC) Certification
- Site visits and practical application of skills
- Problem solving and communication
- Financial literacy
- Microsoft applications, e-mail, internet
- Career pathway and personal branding
- Resume, cover letter, and references
- Job placement assistance and on-site interviews

Mi Casa is now accepting applications for 2012. More information can be found at our website – www.MiCasaResourceCenter.org

Mi Casa Career Development programs are offered to the community and are paid for through various government and private grants. Individuals must qualify for admission into any of the career development programs.

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About Mi Casa Resource Center: Mi Casa is among the oldest and largest Latino-serving organizations in Colorado, founded in 1976 by eight mothers in west Denver. Mi Casa creates new opportunities through career education to help workers launch promising careers; business education to help entrepreneurs and emerging businesses find success through self-employment; and out-of-school enrichment programs for youth focused on positive academic, emotional and social development. For 36 years, Mi Casa has been committed to advancing the economic success of Latino and other working families.