



Training Plan 18 - Months MS Office, Customer Service

Program Information:

The order and length of time spent on each topic is subject to change. Some students take longer in some areas and a shorter time in others, depending on their abilities to master the content. The advantage of this program is that it works at the student's pace. All training is done using one-on-one instruction during a student's scheduled class time.

Start Dates and Class Hours:

Office Careers has open-enrollment. Students may not initially get a preferred classtime. Available classtimes start between 8:00 am and 2:00 pm. Classes run Monday through Friday where training time is one to three-hours per day.

MS Office:

Microsoft Office Suite of software is the workhorse of the business world. We use current releases so you can be familiar with the most current programs and qualify for better jobs. We teach Word, Excel, PowerPoint, Access and Outlook from beginning to advanced.

Keyboarding/Ten Key:

Daily practice of keyboarding and occasional practice of 10-key using Mavis Beacon Teaches Typing. Typing goal: 35 wpm and 130 spm.

Customer Service:

Learn to assist customers with inquiries and problems in frontline call centers, help desks, tele service centers, and online. Includes instruction in user interfaces and user behavior; principles of hardware and software systems operation; customer interaction skills; telephone and e-mailing skills; data entry; and database and Internet searching and retrieval.

Job Search:

This training service gives students real-life exposure and job experience using the new skills they have developed. Our practicums may be paid positions leading to full-time employment. Office Careers has used our Job Preparation Service to bridge the gap to having demonstrable skills to an employer. This important final step gives our clients confidence and competitiveness in the open job market. This is followed by creating resumes and cover letters, finding job leads, applying, and interviewing for work. Our students use their new skills and resources to complete the process.

Cost:

\$20,700.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per month. Tuition includes a specially configured laptop and devices described at the end of the training plan. Office Careers will make arrangements for internet access to deliver training services.

(\$3,500.00) Extended Training Plan Discount



Training Plan 18 - Months MS Office, Customer Service

\$17,200.00 Total

Tuition is billed quarterly (every 90 days). Tuition is due at the start of training. Start dates may be any date Office Careers agrees to, based on instructor availability.

Week 1

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 2

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 3

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 4

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
MS Office: MS Word: Opening documents, editing, saving

Week 5

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 6

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 7

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 8

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 9

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 10

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files



Training Plan 18 - Months MS Office, Customer Service

Week 11

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 12

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 13

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 14

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 17

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 18

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 20

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 21

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security

Week 22

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security



Training Plan 18 - Months MS Office, Customer Service

Week 23

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security

Week 24

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 25

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 26

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 27

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 28

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
MS Office: MS Access: Filing: Alphabetic Rules.

Week 29

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.

Week 30

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

Week 31

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

Week 32

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Final exam

Week 33

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports



Training Plan 18 - Months MS Office, Customer Service

Week 34

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 35

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 36

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 37

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 38

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents

Week 39

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents

Week 40

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
MS Office: MS Word: Tabs, Margins, Indents

Week 41

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 42

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, Formatting

Week 43

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 44

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting



Training Plan 18 - Months MS Office, Customer Service

Week 45

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 46

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 47

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 48

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 49

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 50

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports

Week 51

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports

Week 52

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports

Week 53

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports

Week 54

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Queries, entering and correcting data in tables



Training Plan 18 - Months MS Office, Customer Service

Week 55

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Queries, entering and correcting data in tables

Week 56

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Queries, entering and correcting data in tables

Week 57

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Queries, entering and correcting data in tables

Week 58

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 59

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 60

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 61

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 62

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
MS Office: MS PowerPoint: Basic presentations



Training Plan 18 - Months MS Office, Customer Service

Week 63

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

Week 64

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

Week 65

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 66

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 67

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 68

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 69

Customer Service: Customer Service: Entering data from phone calls
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 70

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Review of MS Office including testing over programs

Week 71

Job Search: Job Search activities using the Internet
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Review of MS Office including testing over programs



Training Plan 18 - Months MS Office, Customer Service

Week 72

Job Search: Job Search activities using the Internet

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 73

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 74

Job Search: Job Search activities using the Internet

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 75

Job Search: Job Search activities using the Internet

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 76

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

Week 77

Job Search: Job Search activities using the Internet

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

Week 78

Job Search: Job Search activities using the Internet

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial



Training Plan 18 - Months MS Office, Customer Service

Laptops Provided by Office Careers:

Setup and Internet Access

Essential equipment to attend classes remotely or onsite is included in the cost of all training plans. When a student uses a laptop from their home, they will need to sign an ownership agreement. Students may not use their own computers for classes unless they sign a terms agreement with Office Careers that releases us from any damages or loss of data.

Laptops provided by Office Careers are pre-configured for on-line communication and remote access. We setup our laptops for students with no prior computer experience. We have backups and safety built in so that we can repair a computer without a home visit and limit the loss of class days due to any technical issues.

Computers supplied by Office Careers may include a secondary monitor (our modern-day paper stand), and a wireless keyboard/mouse to avoid using the laptops keyboard. We can provide ergonomic devices that are generally sold at office stores or easily configure for prescribed devices. If needed, Office Careers will arrange for Internet service that may include paying the student to keep internet service running in their home. Only in cases where a student will need Internet access via Satellite, may other fees be negotiated as an additional expense.

All other policies and holidays are posted at officecareers.org