

## OFFICE SKILLS & CUSTOMER SERVICE PROGRAM

- *All trainings are self-paced and interactive.*
- *Small class sizes means instructor is available to offer intensive support.*
- *Results help clients determine appropriate vocational or non-vocational goals to pursue.*
- *Clients receive vocational counseling and one-to-one support*
- *\$5/day stipend available for participants.*

### SOFTWARE-BASED TRAINING

- self-paced lessons including audio, visual, and interactive elements
- reinforcement exercises
- some courses also include self-paced final projects and quizzes to further reinforce and track learning

### NON-SOFTWARE-BASED TRAINING

- instructional readings
- reinforcement exercises
- project work
- one-to-one or small group discussion/practice with instructor
- final quiz to track learning
- spelling, vocabulary and grammar

### ENTRANCE REQUIREMENTS

- at least 18 years-of-age
- able to pass background check--not all criminal history will disqualify an applicant from receiving services
- able to pass pre-employment & random drug screens
- sufficiently stabilized to attend training

**REDF**  
An investment that works.

### AVAILABLE TRAININGS:

- Windows
- Word (introductory & advanced)
- Excel (introductory & advanced)
- Outlook
- Access
- Publisher
- PowerPoint
- Internet Explorer
- Keyboarding
- 10-Key
- Introduction to Clerical Skills
- Business Writing
- Spelling, Vocabulary & Grammar
- File Management
- Let's Talk Telephone Skills
- Introduction to Commendable Customer Service Skills
- QuickBooks
- Alpha-Numeric Data Entry
- Copier/Fax and Scanner



Orion Training & Employment is a division of Orion Industries. We offer skills training and assessment in our aerospace business, contact center business, and office skills and customer service program. We support individuals to achieve their goals through our job placement and job retention services.

Tours: Tuesdays, 9:00am

Referral & program questions:  
AuburnServices@orionworks.org  
253.661.7805

1590 A Street NE  
Auburn, WA 98002

CLASS TIMES: Mon-Fri  
8:30am-11:30am or 12:30pm-3:30pm

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