

Earn more money, find work more easily

Being able to communicate in Spanish and English effectively in the workplace is a skill that is in high demand and will continue to grow in importance. In 2002, the U.S. Census Bureau reported that almost four out of every 10 people moving to Washoe County speak Spanish. It also predicted that this trend will continue, with Nevada gaining 106,000 residents through international immigration between 1995 and 2025.

Businesses—which must stay competitive—need receptionists, information clerks and customer service representatives who can serve their Hispanic customers. In fact, these types of positions rank among the top 25 fastest growing occupations according to the U.S. Bureau of Labor Statistics.

You'll find that bilingual careers pay better, too. On average, you'll earn at least one dollar more an hour in an entry-level bilingual job than you would in the same English-only speaking position.

Am I eligible to take these courses?

To enroll in these programs, you must be able to understand English and attend an orientation.

TMCC is an EEO/AA institution. Qualified students with documented or physical learning disabilities have the right to free accommodations to ensure equal access to educational opportunities at TMCC.

Workforce Development and Continuing
Education Division
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*Use your language skills to
increase your job opportunities*

BILINGUAL OFFICE and MEDICAL OFFICE CERTIFICATES



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wdce.tmcc.edu**

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Choose TMCC to gain your new skills

Whether you are fluent in Spanish or need to learn Spanish for the workplace, TMCC's bilingual office assistant and medical office certificate programs are designed to meet your job skill needs. These TMCC programs feature

- qualified bilingual instructors, who are experienced professionals in the computer, customer service and medical fields;
- classes are held in the evenings or Saturdays to better fit your schedule;
- a computer lab to help you develop your skills; and
- job placement assistance for those who successfully complete the course.

In addition, you may qualify for financial aid.

What will I learn in the bilingual office assistant program?

You'll receive comprehensive training in basic computer operation, customer service, business writing and general office skills, along with tips on how to find work.

Computer Literacy 12 hours
You'll receive an overview of Microsoft Windows and Word Level 1, along with basic keyboarding instruction.

Excel 2000 8 hours
Gain a general overview of this spreadsheet program. Find out how to create, save and print worksheets. You'll also make inventories and learn about scheduling and data entry.

Customer Service 8 hours
You'll find out how to deal with difficult customers, learn about professional appearance and develop your telephone skills. In addition, you'll learn about cultural diversity and sensitivity.

Business Writing 10 hours
You'll learn how to write a variety of business communications from letters to memos.

Basic Office Skills 6 hours
Keep an office running smoothly by learning how to file, operate office equipment and better manage your time.

Career Skills 6 hours
Gain tips on how to land a job. You'll build a resume and find out the secrets of successful job hunting.

Note: to receive your completion certificate and successfully finish this course, you must develop your own resume and cover letter.

What will I learn in the medical office program?

After you've successfully completed the office assistant course, you may take the bilingual medical office assistant course. You'll learn about medical office procedures, Spanish/English medical terminology and the basic skills you'll need to assist a medical practitioner.

Introduction to the Medical Office 8 hours
Get an overview of what it is like to work in a medical office. You'll find out about confidentiality laws, typical organizational charts, job descriptions, employee performance reviews, receptionist duties, paper-flow scenarios and the forms used in medical offices.

Spanish-English Medical Terminology 12 hours
Learn basic Spanish phrases to assist doctors and nurses during consultations with patients who don't speak English.

Basic Medical Skills 12 hours
Gain the skills you need to assist a doctor or nurse from first aid to measuring, weighing and taking vital signs.

How much do these programs cost?

The office assistant program costs \$499. The medical office program costs \$399. TMCC accepts check and credit card payments.

