





# 29213

## TRAINING PROPOSAL/ AGREEMENT

September 13, 2011

Dear Norma Longoria:

World-Class Training hereby proposes to provide an in-house presentation for your employees, at your annual *Employee Appreciation Event*.

The details are as follows:

### COURSE TITLE/ TOPICS:

#### COMMITMENT TO EXCELLENCE

- Reflecting back appreciatively (Appreciative Inquiry)
- Moving forward cohesively (Teamwork)
- Delivering quality customer service (Customer Service Essentials)
- Taking ownership (Personal Accountability)

### DATES/ DURATION:

Friday, December 16, 2011 (1.5 hour)

**LOCATION:** Hidalgo County W.I.C.  
3105 W. University Drive  
Edinburg, Texas United States 78539

### COST:

New Client Discount Rate – On-Site Training                      \$650.  
(Original \$1,150.)

*Tuition must be paid in full seven business days prior to the first day of training.*

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Please note: In addition to the previous pricing, the client is responsible for all facilities, audio-visual equipment, and any other expenses incurred in the production of this workshop. All prices are quoted in U.S. dollars.

**CANCELLATION POLICY:**

If you cancel your workshop less than 10 business days prior to the event, a **\$250** penalty will be charged. Also, any costs that WCT has incurred prior to the cancellation date will be charged to your company. **Please note**, if you schedule another in-house workshop, the **\$250** penalty will be deducted from your final invoice.

**EQUIPMENT REQUIRED & CLASSROOM SET-UP:**

WCT will provide a diagram for the classroom set-up and communicate equipment requirements seven days prior to the workshop.

We shall contact you approximately two weeks prior to your workshop to review the final details of your program. Please do not hesitate to contact us if you need further information for your planning.

Yours truly,



Martha Valdez, MBA, PHR  
Sr. Professional Skills Trainer &  
HRM Consultant

**ACCEPTANCE OF PROPOSAL**

The proposed price, terms and conditions are hereby accepted by the Hidalgo County W.I.C., 3105 W. University Drive, Edinburg, Texas 78539. You are authorized to present W.I.C. with the training program herein proposed.

**ACCEPTED:**

Authorized Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

Official Title \_\_\_\_\_

Please mail, fax, or e-mail your signed agreement to:

World-Class Training  
Attn: Registration

P.O. Box 4046  
Brownsville, TX 78523-4046  
tel: 956-504-9287  
fax: 956-547-9909  
[info@worldclasstraining.org](mailto:info@worldclasstraining.org)  
[www.worldclasstraining.org](http://www.worldclasstraining.org)

From: Martha Valdez  
To: norma.longoria@wic.co.hidalgo.tx.us  
CC: blanca.castilla@wic.co.hidalgo.tx.us  
Date: Tuesday, September 13, 2011 4:43:32 PM  
Subject: WCT Proposal  
[WIC1216 Proposal.pdf](#), [WIC1216S.pdf](#), [September 2011 e-Calendar.pdf](#)  
Norma, (Blanca,)

Thank you for our meeting earlier today. We are excited about working with W.I.C. to develop its most vital resource – its employees! At today's meeting we touched on a number of subjects:

**1. Annual Employee Appreciation Event**

Attached is your proposal. Your new client discount is reflected. The program goal: *A fired-up workforce!* Please review, approve and return. You will receive event promotional materials 30 in advance. This will help generate interest and enthusiasm for the program.

**2. Managing Customer Service**

Attached is your proposal. We discussed the need to reinforce/sustain the motivation built at your appreciation event. We can do this by reviewing the attributes of a service culture with supervisors and managers – our goal: *to fire-them up to inspire and lead employees!*

**3. Annual Pass Program**

Attached is the program brochure, and the *Learning Outcomes* for the month of September. We talked about having select Unit Coordinators participate. The goal: Have a select few serve as 'internal consultants' by attending and reporting back on some of the best practices that can be implemented at W.I.C. Of course, you also have the benefit of training other employees.

**4. Introduce the Annual Pass Program to the County HR Director**

We'll be working on it.

**5. References**

Below are three references with whom to speak with about our programs and services:

Efren Fernandez, HR Director, City of Harlingen, 956-216-5024  
Amelia Trevino, HR Manager, the McAllen Monitor, 956-683-4064  
Juan Gonzalez, HR Director, City of McAllen, 956-681-1052

Norma I think this was it, do let me know if I missed anything, and be assured of our best efforts to exceed your expectations!

Please contact us with any questions, or requests for additional information.

We hope to hear from you soon.

Martha A. Valdez, MBA, PHR

Sr. Professional Skills Trainer  
World-Class Training  
Tel: 956-504-9287  
Fax: 956-547-9909  
martha@worldclasstraining.org  
www.worldclasstraining.org

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A	B	C	D	E	F	
2316 92028	Emergency Back-up Services and Facilities for Data Processing	4 408 48				
2317 92030	Image Processing and Conversion Services	33 000 00				
2318 92031	Installation of Computers, Peripherals, and Related Equipment (Incl	2 021 34				
2319 92037	Networking Services (Including Installation, Security, and Maintenan	288 382 34				
2320 92043	Recharging and Remanufacturing of Printer and Fax Cartridges	10 505 80				
2321 92045	Software Maintenance/Support	562 600 39				
2322 92046	Software Updating Services	12 715 97				
2323 92047	Support Services, Computer (Includes Computer Warranties)	62 940 94				
2324 92048	Storage Services, Data Media	26 304 03				
2325 92064	System Implementation and Engineering Services	300 00				
2326 92065	System Requirements Quality Assurance Review	865 00				
2327 92091	Training, Computer Based (Software Supported)	3 564 00				
2328 92416	Course Development Services, Instructional/Training	21 100 00				
2329 92418	Educational Services, Alternative	845 212 00				
2330 92420	Examination and Testing	3 496 00				
2331 92435	In-Service Training (For Employees)	9 544 32				
2332 92440	Instructor-led, Classroom Training (Technical)	223 865 00				
2333 92478	Teaching and Instruction Services (Including Elementary and Seco	14 78				
2334 92515	Chemical Processing and Storage/Engineering	5 492 95				
2335 92517	Civil Engineering	154 798 88				
2336 92523	Dam Engineering	539 50				
2337 92528	Drainage Engineering	168 223 35				
2338 92533	Engineer Services, Professional	231 022 32				
2339 92535	Environmental Engineering	44 300 00				
2340 92536	Engineering Services (Not Otherwise Classified)	136 357 33				
2341 92528	Field Engineering	22 150 00				