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Pathway to *Success* Job Training Program

“Pathway To Success” Job Training Program

The Wonderfully Made Foundation’s “Pathway to Success” Job Training Program is designed to integrate learning with life and work; equipping participants with tools that aim to transform, empower, and educate. The program provides a real life classroom (work experience and tasks) that models a job environment.

Program content is not presented as individual classes, but integrated into participants’ day and in all course content.

Empowerment begins when each participant is provided a *Pathway to Success!*

“Pathway To Success” Job Training Program is mandatory for all WMF unemployed residents

Four Areas of Training

Clothing Closet: Inventory/Customer Service Associate

Monday-Friday 10 a.m. – 5 p.m.

Inventory associates are responsible for the flow of merchandise from the point of delivery to the clothing closet. The inventory associate will learn how to

- Stock inventory items
- Unpack inventory items
- Maintain and organize items for visually appealing
- Be constantly available

Inventory associates will learn how fill out and go over qualification voucher form for the clothing closet.

Customer Service associate will learn the importance of a positive, polite, caring and friendly attitude. The associate will learn how to efficiently satisfy a customer’s needs by providing and delivering professional, helpful, high quality service, and assistance before, during, and after the customer’s requirements are met.

The associate will also learn the importance of positive body language/communication such as smiling, eye contact, and listening to them and hearing what they are saying and learn how to anticipate guest needs such as going the extra mile to help them.

Clerical/Office:

Monday-Friday 10 a.m. – 5 p.m.

Clerical /Office Associate will deliver friendly, smiley, sociable, efficient customer service and to create a warm and welcoming atmosphere for all of our guests, with the key aim of retaining and attracting new customers.

The associate will also learn to be honest, reliable, trustworthy and respectful, while maintaining professionalism at all times.

Clerical /Office Associate will learn the primary clerical responsibility such as:

- Answer all phone calls
- Take adequate messages when required
- Re-direct all calls as appropriate
- Handle caller's inquiries whenever possible.



The associate will also learn how:

- To make copies by using a photocopier or a printer
- To send documents via fax machine, mail, and e-mail
- The basic operations of a computer
- To use Microsoft Office including: Word, Excel, PowerPoint, and Outlook

The associate will learn how to perform data-entry tasks, such as making appointments and entering them into the appropriate schedules, adding clients to wait list, and updating records. The associate will learn other work which includes greeting clients, running errands, and keeping a clean office environment.

Housekeeping/Facility Management:

Monday-Friday 10 a.m. – 5 p.m.

Housekeeping/Facility management provides quality cleaning services and delivers excellent customer service, at all times. The associate will learn how to clean all areas of the office thoroughly, with the key aim of enhancing the customer experience by having excellent standards of office cleanliness.

Housekeeping/facility management will learn how to clean building floors by sweeping, mopping, scrubbing, vacuuming, polishing, and buffing floors. Also, they will learn how to

- Gather and empty trash
- Remove debris from all outside grounds and public areas, inside or out
- Clean windows, glass partitions, and mirrors
- Prepare cleaning solutions, according to specifications
- Dust furniture, walls, machines, and equipment.

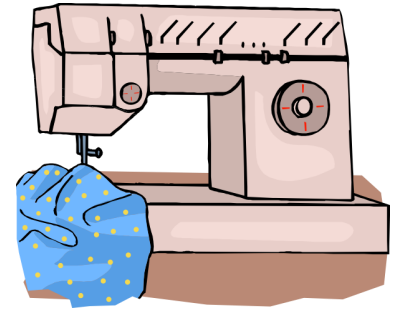
Also, the associate will carry out instructions given by the management team and head office such as: set up, arrange, and remove decorations, tables, chairs, and ladders to prepare facilities for events such as banquets and meetings.

The associate will learn how to use safety precautions in all housekeeping services and notify supervisor concerning the need for major repairs or additions to building operating systems.

Fashion Accessory Creation:

Monday-Friday 10 a.m. – 5 p.m.

The Fashion Accessory Job Training Program offers bright, motivated individuals the opportunity to receive mentorship, supervision, and training while gaining valuable and realistic hands-on experience and an introduction to the fashion industry.



Fashion Accessory Associates will learn:

- **Design – Women’s Accessory Design.** Throughout our Design Program, trainees are responsible for assisting in design of the accessory, research on various new design concepts, also assembly of presentation boards and other administrative duties. Trainees will sew and assemble accessories. Trainees will be trained in use of the sewing machine and stitching.
- **Marketing – International Marketing, Brand Marketing, Retail Marketing.** Throughout this division tasks can include any sort of task revolving around new and upcoming campaigns for the company. That could include assisting in photoshoots, working with press kits, helping to create new methods of advertising or any creative idea to derive customer demand.
- **Public Relations – Fashion PR,** Trainees in the PR Department will help organize and maintain the samples in our press closet. Interns will assist us to manage and update our portfolios. Additionally, trainees will be responsible for updating and creating media lists for our team to use.
- **Creative Services – Marketing & Visual.** Help team organize the supply closet and assist in setting up showroom for window displays and stores carrying the accessory line.
- **Merchandising – Women’s/Kid’s.** Assist merchandising team in functions such as: creating binders/boards for presentations, organization of current and future season accessories, as well as the day-to-day functions such as copying, printing and handling sample requests for cross-functional team members.
- **Visual Merchandising—**Work with styling to create aesthetic appeal and understand placement of products on mannequins. Also as a trainee, you could be asked to prepare samples and help manage photo shoots.
- **Production Management—**Responsibilities range from assisting with design , learning Students truly get the opportunity to understand the process and be involved in assisting all areas of production to see how to achieve efficiency.
 - ◆ Responsible for supporting the design team in all aspects of creating and executing the seasonal collection (from concept to final proto samples)