



The Environmental Services Department for the City of El Paso & the Code Enforcement Association of Texas (CEAT) will be offering a 6 hour Continuing Education Unit course in El Paso, Texas.

CEAT, in conjunction with the Texas Engineering Extension Service (TEEX), coordinates the Basic Code Enforcement Officer course required for certification by the state of Texas. Each year, courses are planned and held throughout the state to make it convenient for everyone to obtain required annual Continuing Education toward certification renewal.

Topic: Unlocking The Power of Code 101
Common Code Violations, Customer Service, Teambuilding and Leadership

Presenter: Ms. Darlene H. Mays, Code Enforcement Supervisor
City of Odessa Texas

Cost: \$40 per person

Date: Friday, April 11, 2014

Time: 8:30 a.m. to 4:00 p.m.

Location: El Paso Museum of Art Auditorium
One Arts Festival Plaza
El Paso, Texas 79901

Parking available at the Convention Center. Free parking for City of El Paso's marked vehicles. \$6 parking fee for all other vehicles – only cash is accepted.

PROPOSED AGENDA

- 8:30 a.m. Welcome – Deputy Director Kurt Fenstermacher
City of El Paso Environmental Services
- 8:45 a.m. Session I – Unlocking The Power of Code 101
 - *Common Code Violations & Customer Service*
- 11:45 a.m. Lunch – On Your Own
- 1:00 p.m. Session II – Unlocking The Power of Code 101
 - *Teambuilding & Leadership*
- 3:20 p.m. Questions and Answers
- 3:30 p.m. Certificates
- 3:45 p.m. Adjourn

Liven Up and Get Positive Results! Reach for the maximum Smiles! Enhance your knowledge and discover the simple truth and happy insights as you journey through the world of Code Enforcement. Take pride in yourself! Take pride in yourself as a Professional Code Officer! Take pride in your community! Shake Off The Dust! Don't let the green grass fool you! Gain a deeper understanding of teambuilding and teamwork. Improve your Customer Service Skills by going from good to GREAT!
 "Shoot for the moon, even if you miss, you will land among the stars!" *Les Brown* Welcome to Code 101 ☺

To register and for additional information, please contact Ms. Elida Mendoza at (956) 216-5200 or via e-mail at emendoza@myharlingen.us. Cash/Check payments will be accepted at the training. CEAT will be issuing certificates. This CEU course has been approved by the Texas Department of State Health Services.