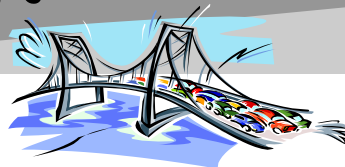




Volume 21, Issue 6
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2011

L.E.N. Link

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Shankar Bhujel began a part-time job by using his network at Darbar Restaurant in San Francisco. His job duties consist of taking orders, serving, and taking home delivery orders by phone. Shankar is making \$10.00 an hour plus tips and he started his new job November 11, 2011. We wish you the best of luck in your new job.

6 *By Sekou Sowary*

9 Congratulations to **Madonna Caballes**, Dec, '11. She started a

new job at Angel Heart Care. Her duties are feeding patients, making sure they take medications, and taking care of in-home patients. She is earning an hourly wage of \$12.00 and it is a part-time, permanent position. We wish you a successful future.

By Janet Castro

Congratulations to **Zolzaya Khuchitbaatar**, Dec, '11. Zolzaya is a recent graduate from L.E.N. Business & Language Institute.

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Tom McAuliffe LPL Financial Services by Alexandr Larionov

This month our guest speaker was **Tom McAuliffe**. He is a financial consultant from LPL Financial Services. I was surprised that he comes here every December, but in one hour, I understood why Tom keeps coming here every end of the year.

He started with three basic rules:

- Spend less money than you bring in to save it.
- Don't spend your money on stupid things, instead invest it.
- Find and work with a partner who can support you.



He wrote a phrase on the board: "I am a creative genius." He said that

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Back To Work — cont'd

(Continued from page 1)

She started her new job on January 3rd, 2012 at Working Girls Cafe located on Kearny Street in San Francisco. Her position is as a Sandwich Maker. Her job duties are making sandwiches. She earns \$10 per hour. It is a full-time, permanent position. She got the job by networking in the Mongolian community. We all wish Zolzaya Khuchitbaatar the best for her future.

By Ana Tan

Congratulations to **Wangran Lu**, who started work on Dec, 1, 2011. She will be working at "IMPEC Group." She is making \$16.35 a hour, which is great news! Her position is custodian and her main duty is to keep the hospital clean. We wish you luck with your new job, and hope you will soon be a permanent employee.

By Amy Chang

Congratulations to **Tek Nepal**, who began working in Jan '12. He is employed at Bhutanese Community in Oakland. His position is a Liaison Officer. His job duties consist of assisting the social adjustments of clients, attending meetings, and overall supervision of office and employees. His position is temporary; he will be working one year with an income of \$1000 a month. He works t full days per week. He networked with a friend, who was able to give him a good recommendation, which landed him in this position. Best wishes and good luck in the New Year!

By Mamie Hamilton

Congratulations to **Maria Ruiz**, who was employed in Dec, '11. She is working at

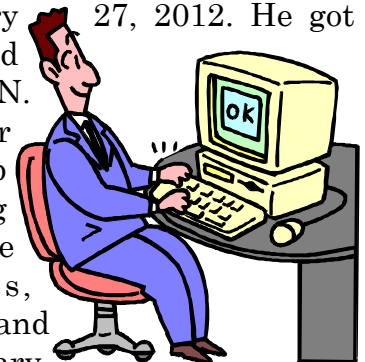
Mission Neighborhood Health Center. Her position is Information Systems Clerk. She was hired as a permanent employee. Her job duties include maintaining medical records files in a complete and organized fashion, and receiving and preparing charts. Mission Neighborhood Health Center, where Maria is employed, is also where she did her internship. Her salary is \$13.79 an hour. Good luck and best wishes to you.

By Hue Luong

Congratulations to **Aliaksandr Silchanka** from the staff and students at L.E.N. Business and Language Institute. On December 5th, 2011, Aliaksandr began to work for K-One Fitness as an instructor. K-One Fitness is a full service fitness and Mixed Martial Arts (MMA) training and workout facility. Aliaksandr completed his training as an instructor on December 2nd, 2011 and currently coaches the clients of K-One Fitness. Aliaksandr was hired as a full-time, but temporary hire employee for four months. Although Aliaksandr does not receive benefits, he earns \$14.00 per hour. Call Aliaksandr Silchanka at (415) 474-3322 if you have any questions regarding physical fitness and joining K-One Fitness.

By Sekou Sowary

Congratulations to **Sekou Sowary**. He will graduate on January 27, 2012. He got a job before he finished his course at L.E.N. Institute. On December 10, he started his job at Mercy Housing Services. His duties are answering phones, customer service, and office support. His salary



(Continued on page 3)

Back To Work

is \$11.03/hour as an on-call employee. Sekou was referred by L.E.N. Institute, through his internship. Sekou, I hope you love your new job and believe anyone as eager and dedicated as you will soon have a permanent position.

By Julien Mack



Congratulations to **Taasha Walker**, Jan. '12. She was a wonderful worker at her previous job, so her former employer called her back to work at The Dental Office on November 10, 2011. The clinic is located at 2299 Post Street, San Francisco. Taasha is a permanent employee as a part-time Office Assistant. Her duties are filing papers, data entry, assisting with patient billing, scheduling and canceling appointments, cleaning equipment, and preparing rooms. She is earning \$10.00 dollars a hour. She will be completing her training while she works parts-time. Good work, Taasha. Everyone at L.E.N. wishes you the best.

By Vanessa Wan Chi Fong



Back To Work Updates

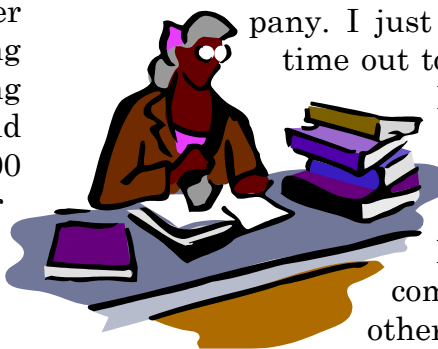
Eva Blandon, Dec, '05 recently returned to L.E.N. for a visit. She informed us that she has been a working at the "Mission Childcare Consortium Inc." since her graduation. She got a temporary job about 6 years ago, then she became a permanent employee. She is a Teacher's Aide. Her job duties are supervision of children's activities and general support of daily activities. They are located in the Mission District. Congratulations for holding the job for a long time, Eva!

By Ying Huang

... and a holiday greeting!

Hey Daisy,

I hope you had a wonderful Christmas and New Year. Thanks to you and the LEN Institute team I was able to ring in the New Year with my job. March will be a whole year I've been with Coldwell Banker Real Estate Com-

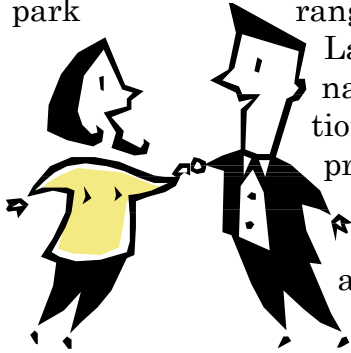


pany. I just wanted to take the time out to **THANK YOU ALL FOR EVERYTHING.** I have been getting good feedback from the President of the company as well as other managers in other offices throughout the company. My year could not have started off any better. **YOU GUYS ROCK!!!!!!!!!!!!!! ☺** Thanks Daisy, Thanks Tom, Thanks Leigh, Thanks Nancy not for all of you I would not be where I am at. I will continue to strive hard.

Adrienne Lawrence
Office Coordinator
Coldwell Banker - Market Street Office

New Faces

Rose Aquilina was born in San Francisco. She graduated from San Francisco State University in 1981 with a BA degree in Outdoor Recreation Management. Her life's passion is to work to improve the condition of the environment. Some of her former jobs include park



ranger, forest ranger in Lake Tahoe; maintenance worker for National Park Service; and property management for the National Park Service (NPS). She also worked as a president for the Federally Employed Women's

Golden Gate Chapter, where she initiated and implemented programs that helped promote and enhance employment opportunities for women. She was also the federal women's program manager under the auspices of Equal Employment Opportunity Committee (EEOC) at Golden Gate National Recreation Area. She likes the staff, the students, and the curriculum at L.E.N. She likes volunteering to serve her community and church. She is a huge fan of the 49ers and the Giants, a true San Franciscan. She loves music and enjoys being a member of the Gospel Praising Choir.

By Tek Nepal

Mamie Hamilton was born and raised in San Francisco. She has two children. Her son Nathan is 19½ and will be 20 in June. Her younger son is Tyler and he is 2½. She is a single mom who used to run a coffee shop in the Presidio. She loves the beach, spending time with her family, and cooking and baking. Mamie also loves pizza, and Chinese food, especially dim sum. Her dream is

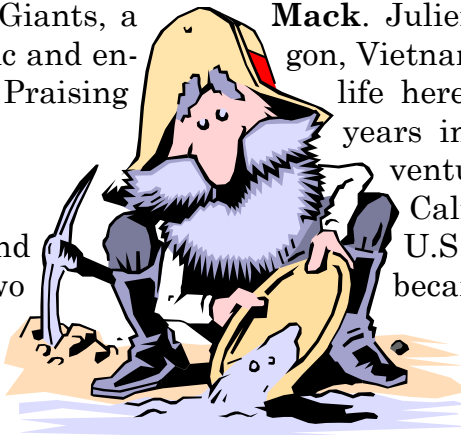
to get a good job and eventually buy land so she can build a home for her children.

By Janet Castro

Alex Larionov is a new face at L.E.N. Institute. He comes from Kishinev, Moldova. He has lived in the United States for one and a half years. He is single but has four other people in his family. He doesn't have any children. His favorite time spent at L.E.N. is studying English. He also appreciates his friendly teachers. After Alex graduates from L.E.N., he wants to find a job and start working. In his spare time he likes to watch soccer and spend time with his friends. Alex's favorite foods are mashed potatoes with meat balls, and bananas. His dream is to visit Barcelona, Spain in the future, and he would like to have children, because they are one thing that makes him happy. He thinks they are funny, especially between the ages of 4 and 7 years old.

By Melani Diaz Gomez

I had the privilege of interviewing one of our new faces at L.E.N., whose name is **Julien Mack**. Julien left his homeland of Saigon, Vietnam in 1979 and started a new life here in America. He lived two years in the state of Florida then ventured out west to settle in California. Julien became a U.S. citizen in 1986, and then became a mail carrier for the U.S. Postal Service in 1989. He has worked for the Postal Service for 21 years. Julien has been



married to his wife for three years and has enjoyed living life to its fullest with her. Some of his hobbies include listening to mu-

(Continued on page 5)

New Faces — cont'd

(Continued from page 4)

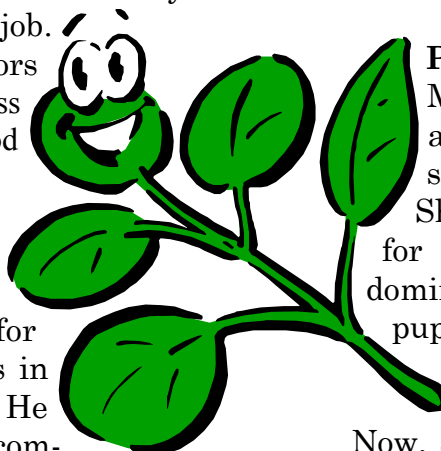
sic and watching television,, especially football. He is a faithful fan of the San Francisco 49ers. Ultimately, Julien's goals are to attain the pertinent computer skills necessary for transition into a fulfilling job. He states there are four factors that he feels equate to success in life. They are love, money, good health, and family.

by *Rose Aquilina*

Cory U is from Macau. He has lived in San Francisco for 14 years, and currently lives in Chinatown with his parents. He wants to learn to work more computer programs as well as improve and build his career skills at L.E.N. Institute. In his free time, he likes to watch TV at home, especially Chinese dramas and TV shows. When he graduates from L.E.N., he wants to be an office clerk, because he did bookkeeping when he worked at the San Francisco Public Library, and has worked at the Post Office too. He said, "When I get a good job, it will make me happy."

By *Ying Huang*

Martin Valdez comes from the Philippines. He is a single man and a world traveler. Martin had lived in Honolulu, Seattle, Houston, and Oakland before he moved to San Francisco. He has been living in San Francisco for two years. He likes Philipino, Chinese, Korean, and Japanese food. Martin is glad to have the opportunity to improve and study computer application skills in L.E.N. and



can't wait to be employed after he graduates from L.E.N. Welcome and enjoy your time studying at L.E.N., Martin.

By *Ken Wong*

Pamela VanHevel moved from Michigan to San Francisco 8 years ago. Pamela was a professional legal secretary in South Field, Michigan. She has been working on her career for over 20 years. She loves playing dominos and taking walks with her puppy on weekends. She also likes shopping. Her puppy's name is "Babygirl", a very cute name.

Now, she is attending L.E.N. to continue her education. We hope that she finds a good job after finishing school. Good luck!

by *Amy Chang*



Jamela Victoria was born in San Francisco. She has been studying at L.E.N. since November. She first heard about L.E.N. from her uncle, Lonnie Victoria, a successful graduate of the school, but was later referred to L.E.N. through her worker, Helen Chin. Jamela's favorite subjects are ten-key, typing and writer's workshop. In Jamela's spare time, she enjoys spending time with her son, D'Mitri, who is two and a half years old. Jamela's goal is to get a job that pays enough to take care of her family. Welcome to L.E.N., Jamela, and we wish you good luck in your studies.

By *Pamela VanHevel*

Holiday Party at L.E.N.

by Mamie Hamilton



On December 16, 2011 we had another graduation and a holiday party at L.E.N. Institute. First, we had two intriguing young women. Our first graduate was **Zolzaya Khuchitbaatar**, a Mongolian resident and local fashionista. Her dedication in English class made her a hit in our Institute. Her positive attitude helped others dramatically and will surely help Zolzaya gain employment. (*editors note: see Back to Work, page 2*) Our second graduate was **Kei'Donna McDowell**. She is one of our local students, born and raised in San Francisco. She is a young mother dedicated to providing the very best for her child. She also enrolled in short-term training in which she gained a certification as a security guard. She was interviewed by AppleOne. We wish her the best.

In addition, with these wonderful achievements, we must not forget the extravagant holiday party that followed. Nancy Rynd, director of L.E.N. played the role of Santa Claus with Daisy, her noble elf. We must not forget our special helpers, Leigh and Tom. Gifts were handed out while the children ran and played under and over tables and chairs. with a twinkle in their eyes they knew toys were near. With smiles as big as the tree in Union Square, it was confirmed one and all reindeer would be here. Food was divine, a potluck so plentiful, a little taste of everything, international and domestic. From pizza to lumpia and sushi too, stuffed eggs and baked chicken and coleslaw made due. Let us not forget the cakes and cookies true. And best we not forget, the fairy godmother **Rose Aquilina**, who with assistance from



(Continued on page 7)

Answers to Last Month's Computer Questions

1. How do you save a document on a flash drive?

You may save a document to a location on the drive/s that you indicate. To save the file to the flash drive, press CTRL+S -a keyboard shortcut- to display the Save As window. Next, select the drive that the flash drive is on from the pull down list by clicking on the pull down menu arrow button.

2. How can you edit graphics in Microsoft Word?

Selecting the object (e.g.; charts, clip art, shapes, picture, etc...), with your mouse. Right click or use the secondary mouse button to pull up the secondary menu list. Select format to make changes or edit the graphic.

3. How can you check grammar when you use Microsoft Word?

To check your grammar on Microsoft Word activate the Review tab or choose Edit on the Menu bar for older Word versions and select Spelling & Grammar. Pressing F7 or the ABC menu icon is a shortcut key to access and begin checking the grammar in your Microsoft Word document.

By *Martin Valdes*

Employment Tip

I would like to share several employment tips that would be helpful in obtaining a position within this ever changing workforce. When faced with this task of writing this article, I remembered a study technique from a class I was enrolled in and always felt it helpful. It is also a widely utilized tool for presentations and flyers. The technique is using an acronym as I have used here with this tip.

Empower yourself with knowledge, skills and abilities through training opportunities that arise.

Manage your time wisely.

Passion for your work, if you enjoy what you're doing it will be apparent with the results.

Look for challenging opportunities that can provide you with leadership skills.

Organizational skills are very important.

Your attention to details can be the difference between a great performance rating or just average

Motivate yourself through your own creativity

Evaluate your own work and production within the company with an objective perspective

Never lose sight of your lifetime goals.

Team player is what you want to be within the workforce.

By Rose Aquilina

Take on more responsibilities as you become more comfortable with the daily work load.

Ideas expressed show interest in your work and can be beneficial to the company.

Professionalism is a trait you want to present consistently along with integrity.

To have "passion" when it comes to your work is to know that this is the position that is a career goal. There is a big difference between "a job" and "a career". Yes, both provide you with monetary and hopefully medical benefits, but "a career" is ultimately your "dream come true" position.



Holiday Party (cont'd)

the **San Francisco Fire Department**, collected toys for all the mothers with young children who attend L.E.N. She snuck into the office to don her fairy wings and with a Ho Ho Ho appeared to spread the gifts to the thankful mothers. With a heart of gold to all, young and old, we wish you Happy Holidays and a happy New Year.

Moses Mukami is Making Moves Returning Alumni

By Tiffany Conley and Keidonna McDowell

Moses Mukami, a native of Nairobi, Kenya, immigrated to the United States two years ago. Before coming to the U.S., Moses was a C.E.O. of a major corporation that was based in 8 different countries in Africa, which enabled him to travel to 62 different countries throughout the world in his early life.



He was the youngest of seven children. His father was not with the family, however, his inner strength and confidence began to shine from within. He was determined to make something

out of his life. Moses was tired of people looking down on him.

Moses came to L.E.N. in July of 2011 and completed his training in October. He is now employed with 3 jobs. He has 2 positions at the

Episcopal Community Services. One is a supervisor. He makes \$18 per hour. He earns \$12 per hour when he works as a service coordinator. He also holds a position as a case manager at the Huckleberry House making \$23 per hour.

An interesting thing about Moses is his pre-employment process. He goes to the company first and gets a feel for the job by asking questions and seeing exactly what they need, or what they are looking for. Once he has done his research and finds that the job fits his criteria, he applies for the position. I thought that this was a very unique job seeking method. Moses says he has been using for a long time.



A intern from L.E.N. could become the new employee you seek in your organization. Find out about an intern in your office today!

Our goal is to find entry-level clerical positions for our graduates. Many students from L.E.N. have found employment through their internships. If you have a need for clerical assistance in your office, please call us! We would like to help you fill your employment needs with us today!



Internship at Mission Neighborhood Clinic

By Vanessa Wan Chi Fong

I started my internship at UCSF Orthopaedic Surgery in November, 2011, and I work two days a week; Tuesday and Thursday from 9AM – 4PM. It is a very good experience for me because all of my co-workers are very nice, and I have learned a lot of new things that they have taught me, like using the copy machine to scan those files into the computer for storage. I am working on the second and third floor of the Department of Orthopaedic Surgery, and spend half a day on each floor. On the second floor, I mostly pull out the folders of patients that they need; file patients' record in the right folders; use Excel to enter patients' surgery information. They always say that I am a quick learner, and have done a very nice and quick job. There were a whole cart of records, and I have finished

them in just two hours. This is one of the things that I proud of in my internship. On the third floor, they have not as much time to deal with patients, but their routines are very similar. They both have a lot of filing, but the difference is I have to file by name on the second floor, but file by fund number on the third floor. I also have to scan them first, then file them in a container. Sometimes I may need to create a new container or folder to store them if they are too crowded. I really enjoy my new adventure. I am thankful to Nancy for sending me to this department, and am very thankful to all my teachers at L.E.N. that have taught and encouraged me a lot.



I have learned a lot of new things that they have taught me, like using the copy machine to scan those files into the computer

Internships

American Friends Committee
Deborah Millete

Housing Rights Committee
Mao Ying Chen
Kei'Donna McDowell

Mercy Housing
Ken Wong

Mission Neighborhood Health Center
Hue Luong

SF Bay Conservation and Development Commission
Melani Diaz Gomez

UCSF Orthopaedic Surgery at SFGH
Vanessa Wan Chi Fong
Janet Castro

St. Lukes Hospital
Lilibeth Rogelio



Graduation Day

by Deborah Millette

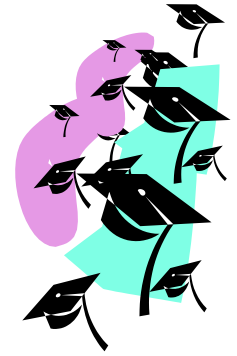
On November 18, 2011, we held a small yet intimate Graduation Day at L.E.N. Nancy started the ceremonies with a word of wisdom about how sometimes the stress of life could be overwhelming. She mentioned a website called *The Universe* that has daily inspirational quotes and today's happened to be, "from the challenges of life grow the successes of tomorrow." this was an important quote for today's graduates. Nancy mentioned that today's graduates were all from different countries and had high regards for each one.

Kristina Beaver is a feisty go-getter who has maintained a part-time job while attending L.E.N. She is a very intelligent and determined woman! She has a baby due in a couple months and we're all determined that she will succeed. Way to be, Kristina.

Jimsee Chuluun came to L.E.N. from Mongolia. Jimsee, who seems shy, has a very funny, playful side to her as well. Always well dressed, Jimsee is a very motivated hard worker. She tested very high in her English skills and is also an outstanding writer. She will continue her job searching here at L.E.N.

Shankar Bhujel is from Katmandu, Nepal. Nancy had mentioned that over the years students from Nepal seem to have a peaceful spirit about them. Shankar is one of these students. He is very polite. He is also working while attending L.E.N. He is a very proud person and his success at L.E.N. has helped him grow and gain even more confidence. He spoke briefly to say, "Listen to your teachers when looking for a job. If you do they will get you one." Shankar would like to be a nurse someday.

Maria Ruiz, thoughtful, charming and very hardworking has struggled with her English. However, recently Maria has surged forward and has excelled in her studies (see *the Back To Work Section*). Way to go, Maria!



Ialanta Aksamit came to L.E.N. from Belarus. Today she was happily joined by her daughter who has just recently arrived from Belarus. Nancy told a short story about her own daughter needing to interview an immigrant so Nancy arranged a time that they could meet. It sounds like they had a great time. Ialanta is a very focused, determined woman who can only move forward into a successful life for her and her daughter.

Maria Del Castillo is one of the few Ecuadorians here at L.E.N. She has a kind and beautiful smile, an outgoing personality, and is a person who communicates easily. She thanks God and all the people who have supported her throughout her education at L.E.N. Nancy also spoke very fondly of traveling, almost 20 years ago, in Ecuador where she first thought of her dream of opening a school like L.E.N. Institute. She believes that without that time there, L.E.N. might not have ever been started.

Unfortunately, there were some graduates that didn't make it to the graduation. Congratulations to **Sun Min Lee, Su Mei Yu, and Margarita Ponce-Kilbo!** Before I end, I would like to mention all the great food and desserts. Thank you, everyone!



Guest Speaker - cont'd

all of us are creative geniuses. Then Tom told a story on how to construct a house. It needs only three things: a plan, material and labor-effort. If we paraphrase it, we will see that the only thing we need to achieve success, is a goal in our mind.

To know exactly what our goal is and how to achieve it, we should identify it and make it concrete. Tom gave us pieces of paper where we could write our goal, give a detailed description of the goal, and define a target and completion date. Also we needed a written affirmation and an image or diagram of the goal. Tom said that there are two kinds of people; those who succeed and those who do not. People who succeed in their goals are confident; they know what they are doing. They keep trying and moving step-by-step toward the goal

every day. They know exactly what their goal is, and what to do to achieve it. For instance, Tom told us his mother's saying, "Saints are the sinners that kept trying."

The last things that we should write about our goals are the benefits of achieving them. Tom said we should imagine achieving goals every day. To make our goals real, we should believe in them and accept success right now. He said: "As I perceive and believe, I can achieve." Another point that Tom mentioned is, "trust yourself." He finished with another phrase; "I am prosperous," which he suggested we repeat until we believe. After he finished, I was full of hope. Tom transferred his positive energy to everybody. Tom comes to L.E.N. institute every December to help us with our goals and prepare for the next year.

November Awards

Student of the Month

Vanessa Wan Chi Fong

English Speaker of the Month

Sekou Sowary

Most Improved Typist

Deborah Millete

Most Improved Ten-key

Ken Wong

Special Assignment Winner

Jimsee Chuluun

Perfect Attendance

Vanessa Wan Chi Fong, Kiflom Gebrat, Ying Huang, Ken Wong

The Student of the Month Awards goes to **Vanessa Wan Chi Fong** who studied very hard; and wants to get a good job in an office environment. The English Speaker of the Month is **Sekou Sowary**. Since he has arrived at L.E.N. he practices all the time and now he has improved a lot. Special Assignment Award winner is **Jimsee Chuluun**. She proudly received her award with her classmates and instructors watching. The Most Improved Typist is **Deborah Millete** who improved seven words per minute. The Most Improved Ten-key is **Ken Wong** who improved 57 words per minute. And the winners of the Perfect Attendance Awards were **Vanessa Wan Chi Fong, Kiflom Gebrat, Ying Huang, and Ken Wong.**

By Lilibeth Rogelio



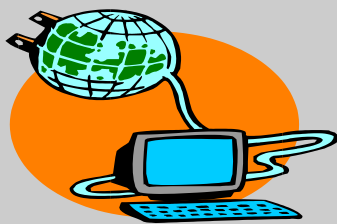
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Thanks to the wonderful students who wrote and helped edit this newsletter!

Rose Aquilina, Janet Castro, Amy Chang, Mao Ying Chen, Tiffany Conley, Vanessa Wan Chi Fong, Melani Diaz Gomez, Mamie Hamilton, Ying Huang, Alexandr Larionov, Hue Luong, Julien Mack, Kei'Donna McDowell, Deborah Millette, Tek Nepal, Lilibeth Rogelio, Aliaksandr Silchanka, Sekou Sowary, Xiang Na Tan, Pamela Van-Hevel, Martin Valdes, Ken Wong

By
Ken Wong



Computer Questions

1. How do you **Switch Between Header and Footer** in Microsoft Word?
2. What combination key buttons do you push to select the entire document (**Select All**) in Microsoft Word?
3. What is the difference between **functions** and **formulas** in Excel?