

Customer Service & Sales Fundamentals

Executive Summary:

This course, Customer Service and Sales, will prepare students for an entry-level sales service associate position by increasing their awareness of and improving their skills related to front line work in a retail environment. The Customer Service and Sales curriculum is aligned with industry standards and is designed to help prepare candidates for both the Customer Service and Sales credential and the Advanced Customer Service and Sales credential issued by the National Retail Federation Foundation.

	Deliverables	
Instructional Components	Learners will be prepared to: <ul style="list-style-type: none"> • Define retail, understand the customer, and recognize the economics of retail • Understand customer service, learn about products and services, assess and meet customer needs and learn how to educate the customer • Understand the basic functions of store operations, inventory control, explore the process of merchandising, contribute to a store's loss prevention strategy, and learn to respect and follow procedures for workplace safety • Prepare for selling, learn how to gain customer commitment and close the sale, develop and implement a sales follow-up plan • Recognize the significance of common employability skills, learn how to write an accomplishment-oriented resume and make an impression with cover letters and thank-you notes, learn how to prepare for an interview, record accomplishments and newly acquired skills to update resumes and social media, and examine and become familiar with the variety of career areas within the retail industry 	
Target Audience	Adults, 18 to 26 years old, no prior experience required <i>(15 maximum participants per Cohort)</i>	
Course Length # of Days/Hrs.	Customer Service & Sales Fundamentals Course	*40 hrs. 5 Days
Industry-Related Training Certifications	Customer Service & Sales Credential Advanced Customer Service & Sales Credential	
Issuing body for the credential or license:	National Retail Federation Foundation	
Instructor	Careers in Retail Sales & Food Services Consultant	

EDU Consulting LLC fees include instructor costs, materials and a maximum of two virtual conference planning meetings with clients. Length of course, content and scheduling can be adjusted to better accommodate the needs of our clients. The client provides the training location.