



FREE TRAINING

CUSTOMER SERVICE AND SALES

ORIENTATION WORKSHOP—JUNE 29

Location: PEEC, 219 N. Pitt Street

This orientation workshop and 14-16 hour self-paced course will provide participants with customer service and sales skills that are valuable in retail and other industries. Training includes instruction in:

- Understanding the customer life cycle
- Using effective strategies to engage customers
- Assessing customer needs and closing sales
- Workplace skills including problem-solving, teamwork, reading customer body language, and increasing customer satisfaction and retention.

Students who successfully complete this training will receive a National Retail Federation Foundation certification, a digital badge, and a credential for their resume.



Funding for this training program is provided by



Develop your customer service and sales skills!

Eligibility requirements include:

- **18 years and older**
- **Must take reading assessment to meet minimum educational requirements**
- **Willing and able to complete 14-16 hours of self-paced online study**

CALL NOW!
717-243-6040



For more information, visit our website at
www.EmploymentSkillsCenter.org

