



FREE TRAINING

CUSTOMER SERVICE AND SALES

ORIENTATION WORKSHOP—
October 4, 2022 9:00am—1:00pm

What you can expect:

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. Instruction is included 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

