



# FREE TRAINING

## CUSTOMER SERVICE AND SALES

### ORIENTATION WORKSHOP—

September 26, 2023 / 9:00am—1:00pm

Location: ESC Computer Lab

#### 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 the 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](http://www.EmploymentSkillsCenter.org)

