



FREE TRAINING

CUSTOMER SERVICE AND SALES

Orientation session:

July 29, 2026 / 9:00am—12:00pm

Hands-on practice session:

August 12, 2026 / 9:00am—11:00am

Application deadline is July 20, 2026

What you can expect:

The orientation session, hands-on practice session, 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 attend orientation and hands-on sessions, and complete 14-16 hours of self-paced online study**



Space is limited—Apply now!

**Employment Skills Center
29 S. Hanover Street
Carlisle
717-243-6040**

For more information, visit our
website at

www.EmploymentSkillsCenter.org

