

THE SONO COLLECTION



Retail Customer Service and Sales Certificate

(8/17/17)

The Customer Service and Sales curriculum is designed to help entry-level sales and service associates learn skills related to frontline work in retail (or any industry that values customer service and sales skills). All students enrolled also receive access to career services to ensure they are job ready, as well as have access to wrap around support services to enhance student retention and completion.

Upon successful completion of course requirements, students receive an NCC Retail Customer Service and Sales Certificate from Norwalk Community College. In addition, students sit for the National Professional Certification in Customer Service and Sales Exam offered by the National Retail Federation, (NRF).

Registration for this class is \$25 (scholarship value of \$199) which will be refundable upon successful completion of the certification exam. Class will meet 6-9pm Tuesday's beginning 10/24-12/19 and additionally on Thursday 12/14 and 12/21.

For more information and to register please contact
The Division of Extended Studies at NCC, 203 857-7080, ExtendedStudies@norwalk.edu
and be sure to reference the Retail Customer Service and Sales Certificate program.

Course Learning Overview

Retail Industry Overview

Defining Retail
Understanding the Customer
Recognizing the Economics of Retail
Customer Service
Understanding Customer Service
Learning About Products and Services
Assessing and Meeting Customer Needs
Educating the Customer
Selling and Service
Preparing for Selling
Gaining Customer Commitment and Close the Sale
Develop and Implement a Sales Follow-Up Plan

Store Operations

Understanding the Basics of Inventory Control
Exploring the Process of Merchandising
Contributing to the Store's Loss Prevention Strategy
Following Procedures/Workplace Safety

Getting the Job

Understanding the Importance of Common
Employability Skills
Crafting Polished Resumes
Making an Impression
Shining in an Interview
Networking
Exploring a Retail Career Path

This Certification is funded by GGP and the Norwalk Community College Foundation