

## **Retail/Customer Service Certificate**

### **Description:**

This course is designed to prepare students for entry level retail sales positions, concentrating on customer service through sales and service. The course is intended to help participants progress from learning about themselves, to learning how to relate to their classmates as their internal customers, to learning how to relate to actual customers in the workplace. This course is designed as a certificate program.

### **Requirements:**

- 12 week commitment for daytime classes
- Reading test (CASAS), score 221+
- Reading test (TABE M), score of 5.0-12.5

**Application Process:** This course is offered multiple times a year. Registration is open Mondays and Wednesdays

### **Next Steps:**

Successful completion will lead to a certificate for 90 hour of classroom preparation from the Hubbs Center. Students may also choose to take the National Retail Federation test for Professional Certification in Customer Service. This exam is offered at multiple sites in the metro area. The fee for the exam is between \$70.00 to \$80.00.