

Retail/Customer Service Literacy

Description:

This course is designed to teach the literacy skills needed for work in Retail/Customer service careers. The course is intended to help participants learn how to provide good customer service to co-workers, actual customers and each other.

Requirements: Students must have the following:

- 8 week commitment
- Reading test (CASAS), score 191-220

Application Process: This course is offered multiple times a year. Registration can be completed Mondays and Wednesdays

Next Steps:

Learners interested in moving forward can enroll in additional ELL classes or move into the Retail/Customer Service Certificate class. In this class learners will gain a certificate for 90 hours 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.