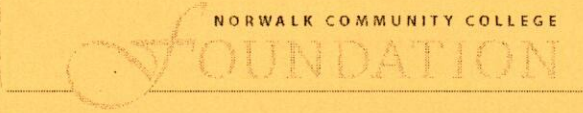
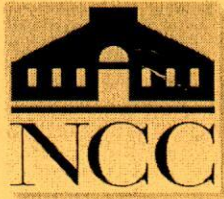


# THE SONO COLLECTION



## 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](mailto: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*