



Retail Customer Service



Progressive Training
College of Business
and Health

Become a Retail Associate!

This short but comprehensive program focuses on the knowledge and skills needed to excel in Customer Service roles that are retail-specific.

Students will be prepared to work in a wide variety of positions, including Sales Associate, Cashier, and Retail Manager.

You will gain a solid education in:

- Microsoft Windows and Internet (20 hours)
- Microsoft Word - Level 1 (30 hours)
- Customer Service Skills (60 hours)
- Inventory Control (10 hours)
- Business Math (20 hours)
- Point-of-Sale (10 hours)
- Workplace Readiness (20 hours)
- Career Management and Nature of the Workplace (30 hours)

Program Duration

- 8 weeks at 5 hours per day
- 200 hours

Employment Opportunities

Graduates of this comprehensive program may explore any number of career options, including retail, call centre, sales, government services, and other businesses in the service industry.

Career Options:

- Sales Associate
- Retail Associate
- Retail Manager
- Salesperson
- Cashier



Prerequisites

- Ontario Secondary School Diploma, General Education Diploma or Mature Student Status
- Successful interview with the Registrar

Create your financial security by learning these valuable skills that are needed in every community! Financial Aid, including monthly payment plans are available.

Get Job Ready in Only 8 Weeks.

1-888-711-3271
info@ptcollege.com
PTCOLLEGE.COM

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Fees



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Tuition Cost	Books	Student Service Fee	Other Fees
4875	525	50	N/A
TOTAL			5450



Contact us now to learn more!

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