

## **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**

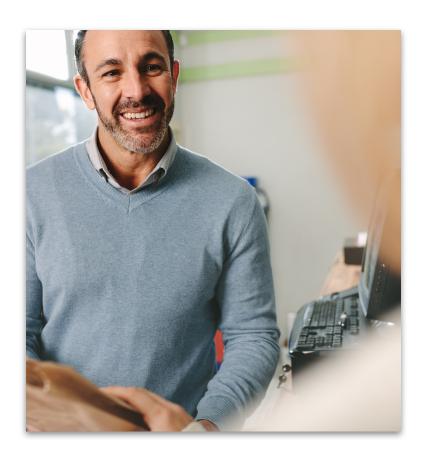
- . 8 weeks at 5 hours per day
- . 200 hours

#### **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

# **Retail Customer Service**



Dtc Progressive Training

College of Business

and Health

**Fees** 

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



## **Contact us now to learn more!**