Stand out to your employer. Join more than 90,000 individuals who have been certified in Customer Service and Sales, Advanced Customer Service and Sales, and Retail Management. Most participants are students, job seekers or current retail employees looking to take their careers to the next level.

Why get certified?
A professional credential shows employers that you:
- Understand the retail industry;
- Have skills you need to succeed in retail store positions;
- Are committed to continued learning and professional development.

Customer Service and Sales Certification (24 hrs.) $285.00: If you currently or are applying for an entry-level through first-line supervisory retail position, the Customer Service and Sales Certification will give you a leg up. This certification will help individuals demonstrate knowledge and skills in areas that employer’s value. The certification is appropriate for anyone interested in obtaining a job or pursuing a career in retail and other industries that value customer service and sales skills. Books and exam included.

This professional certification shows retail employers that you know how to:
- Learn about products or services;
- Assess customer needs;
- Educate customers;
- Meet customer needs and provide ongoing support.

Advanced Customer Service and Sales Certification (24 hrs.) $285.00: If you currently or are applying for an entry-level through first-line supervisory retail position, the Advanced Certification will prepare you for a broad range of responsibilities. The Advanced Customer Service and Sales Certification helps individuals demonstrate core skills that can be applied to careers in retail and other sales-focused industries. If you’re job searching or looking to move up in the job you already have, this certification will show hiring managers you’re prepared to succeed. Books and exam included.

This professional certification shows retail employers that you know how to:
- Prepare for selling;
- Gain customer commitment and close a sale;
- Develop and implement plans for selling and follow-up.
**Retail Management Certification (40 hrs.) $425.00:** If you’re a new sales manager or assistant manager (or you’re applying for a retail management position), the retail management certification will help you demonstrate the knowledge and skills needed for long-term professional growth. The credential is appropriate for new sales managers and assistant managers, as well as anyone pursuing a management career in retail or a related industry. If you’re job searching or looking to move into a management or supervisory role, this certification will demonstrate your potential for long-term career growth. Books and exam included.

This professional certification validates knowledge in primary retail disciplines, including:
- Sales and customer service;
- Merchandising;
- Human resources;
- Operations;
- Administrative and financial accountability.

### Other Retail and Customer Service Training

**Retail Job Skills Training Program (3 weeks) $75 ** *Tuition Assistance Available*

Northeast Lakeview College in partnership with SER-Jobs for Progress is providing a 3-week job training in retail and customer service. In partnership with SER, this training is offered at a reduced cost.

Upon successful completion, participants will earn the following 3 certifications:
- National Work Readiness
- National Retail Federation Customer Service
- Financial Literacy

**Who Should Apply?**
If you are looking for your first job or returning to the workforce and seeking an entry level position in the retail, leisure and hospitality, or services industries, this course is for you!

- First-time job seekers or young people entering workforce
- Individuals with disabilities seeking employment
- People returning to work after military service or absence from labor force
- Individuals with at least a 10th grade level education
- Individuals that can commit to 3 weeks of unpaid training

**Other Seminars and Course Offerings**

- Understanding Generations in the Workplace
- Advanced Customer Service
- Communication Skills
- Dealing with Angry Customers
- Conflict Resolution for Managers
- First Time Managers Training
- How to Recognize Scammers
- Sales Negotiation
- Effective Presentations
- Marketing Essentials
- Leadership
- Career Advancement Training
- Client Relationship Management
- And more...