



Prepare to work in the Retail Industry

This program is ideal for anyone planning to work at a retail business such as a grocery or clothing store. This 7-module course explores the Essential Skills required to work successfully in this field.

Modules of study include:

1. What does it mean to be a retail associate?

- Introduction to Retail Essential Skills Training
- Overview of the World of Retail
- Attitude and Appearance
- Team Work
- Communication Skills

2. Customer Service

- Commitment to Customer Service - Part 1
- Commitment to Customer Service - Part 2
- Telephone Service
- The Upset Customer

3. Tools of the Trade

- Introduction
- Calculators
- The Cash Register
- Computer Basics

4. Store Procedures

- Common Work Tasks
- Store Maintenance
- Schedules, Payroll, and Other Forms
- Store Policies and Procedures

5. Retail Math

- Money Math
- Cash, Cheques, and Debit Cards

6. Health and Safety

- Your Rights