

NATIONAL RETAIL FEDERATION

NRF FOUNDATION®
RISEUP

**CUSTOMER
SERVICE & SALES**

CERTIFIED SPECIALIST

Customer Service and Sales is a classroom-based, instructor-led program that typically takes 40-60 hours to complete, depending on group size. 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).



Individuals taking this course will learn about

- Products and services,
- How to assess and meet customer needs,
- Preparation for selling, gaining customer commitment and closing the sale
- The basics of store operations and inventory control
- The process of merchandising
- The importance of common employability skills
- How to craft a polished resume



**Eligibility requirements: 15 years of age,
or at least 10th grade**

Course delivery: Classroom only

Exam delivery: Online only

**Cost: Learner guide (\$65), Trainer guide
(\$265), Exam voucher (\$55)**

Exam retest fee: \$55 (new voucher)

Term of validity: 3 years

Renewal fee: \$25

ADA accommodations by request.



ORDERING INFORMATION

<https://nrffoundation.org/training-and-credentials/Customer-Service-and-Sales>