



# Workforce Investment Act Eligible Training Program

Provider Name: Goodwill Industries of Rhode Island

Contract #: 5050-47

Address:

100 Houghton Street  
Providence, RI 02904

Addresses if program is held at a another site:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Program Name: RETAIL & CUSTOMER SERVICE TRAINING

Office use only: ONET CODE 41-1011

### CONTACT INFORMATION

Program Contact Person Christine Yankee

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Website: [www.goodwillri.org](http://www.goodwillri.org)

### Course Outline/Topics to be Covered

The Customer Service - Retail Training is a 12 week course that prepares participants specifically for positions concentrating on customer service through sales and service. The training will prepare individuals for the National Professional Certification in Customer Service. The training also provides a weekly paid internship, and professional development which will include Job Development, Placement, and Job Retention services.

Training/Curriculum Component includes the following topics: Providing Personalized Customer Service, Selling and Promoting Products, Protecting Company Assets, Monitoring Inventory, and Maintaining the Store.

### Required academic grade levels to enter program

Reading Grade Level 6th

Math Grade Level 6th

English Proficiency Must be able to read, write and speak English

### Required to enter training program

Physical  Yes  No  
Vaccinations  Yes  No  
Drug test  Yes  No  
BCI  Yes  No  
License  Yes  No  
Tools  Yes  No  
Experience  Yes  No  
Other :

### MAY be required for employment

Physical  Yes  No  
Vaccinations  Yes  No  
Drug test  Yes  No  
BCI  Yes  No  
Certification  Yes  No  
License  Yes  No  
Tools  Yes  No  
Experience  Yes  No  
Other :

### Participants will be qualified to seek employment in the following occupations:

- 1) Customer Service Representative 2) Retail Sales Person  
3) First Line Supervisor in Retail 4) \_\_\_\_\_

### Is this program Pell grant eligible?

Yes  No

### PROGRAM COSTS:

#### TUITION INCLUDES:

Tuition	\$4,607.00
Fees	\$25.00
Books	\$60.00
Licensing	\$0.00
Certificate fees	\$75.00
Other, provide explanation	
Paid Internship	\$533.00

**Total Tuition Cost \$5,300.00**

#### These are expenses that **MAY** be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Licensing	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Uniforms	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Travel	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Miscellaneous	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____

**Total \$0.00**

#### Participant is responsible for :

Prerequisites	_____
Memberships	_____
_____	_____
_____	_____
_____	_____

**Cost above tuition cap \$0.00**

**Expenses that **MAY** be reimbursed \$0.00**

**Total \$0.00**

### Maximum ITA Responsibility (Max. \$5500)

**\$5,300.00**

### PROGRAM LENGTH

Weeks and Hours  
and

### Additional Information

The training is a 12-week, 240-hour course, Tuesday, Wednesday and Thursday, 9:00 am-1:00pm. The program also includes a 72 hour paid internship; days, hours and time is scheduled individually.

### What type of certificate will be awarded and by whom?

National Professional Certification in Customer Service