

PROVIDENCE SKILLS CENTER
31 PROVIDENCE PLACE
PROVIDENCE, RI 02903

RETAIL CUSTOMER SERVICE FACT SHEET

- CURRICULUM DEVELOPED BY THE NATIONAL RETAIL FEDERATION.
- PROGRAM DEVELOPS ENTRY LEVEL CUSTOMER SERVICE SKILLS INCLUDING:
 - CUSTOMER GREETING
 - DETERMINATION OF CUSTOMER NEEDS
 - KNOWING RETURN POLICY
 - PROBLEM RESOLUTION
 - COMPLETING THE SALE
- TESTING PROVIDED BY CASTLE WORLDWIDE IN SECURE, PROCTORED ENVIRONMENT. 75 QUESTIONS ANSWERED IN 90 MINUTES. TEST TAKEN ELECTRONICALLY
- INDUSTRY RECOGNIZED CREDENTIAL
- RETAILERS HIRING SKILLS CENTER CLIENTS: MACYS, JC PENNY, FOREVER 21, VICTORIAS SECRET, ATHLETES FOOT, MARSHALLS, STOP AND SHOP, AEROPOSTALE, bebe, YANKEE CANDLE, OLD NAVY, PANERAN BREAD, sbarro, UNO, SUBWAY

TUITION.....	\$1,000
FEES.....	0
BOOKS.....	\$65
LICENSE.....	0
CERTIFICATE FEES.....	0
OTHER (exam).....	\$75
 TOTAL	 \$1,140