

Customer Service and Sales Certification Training @ CareerSource Brevard- Rockledge, Florida



Employment Opportunities:

- Administrative Assistant
- Call Center Customer Support
- Data Services Specialist
- Front Desk Coordinator
- Guest Service Agent
- Inside Salesperson
- Receptionist
- Sales Coordinator
- Retail Sales Associate

Brevard Adult Education Offices:

1311 US-1 Building #6 (Titusville Campus)
Titusville, FL 32796
321-264-3088

1225 Clearlake Rd.(Cocoa Campus)
Cocoa, FL 32922
321-633-3660

1362 S. Babcock St.(Melbourne Campus)
Melbourne, FL 32901
321-952-5977

101 Pirate Lane (Palm Bay Campus)
Melbourne, FL 32901
321-952-5914



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Please contact us at 321-633-3660 X 170 for more information.

Mission Statement:

Our goal is to serve every student with excellence as the standard. We strive to provide students with access to programs that are high quality, affordable, and enjoyable.

Program Description:

Our *Customer Service and Sales* and *Advanced Customer Service and Sales* certification program is a nationally recognized curriculum developed by the National Retail Federation. The program provides two trainings for anyone looking to increase their knowledge and skills in customer service and sales.

Program Structure:

The class is led by direct instruction. The course will convene for 8 hours Monday-Thursday, and 4 hours on Friday for one week. *The Customer Service and Sales* student learns about products and services, assessing and meeting customer needs, and educating customers.

Program Requirements:

A GED or high school diploma is not required in order to enroll in the course. *Students must earn their Customer Service and Sales certification before enrolling in the Advanced Customer Service and Sales certification program.*

Completion Requirements:

Students must attend classes and pass exam to earn their certification. Class fee must be paid prior to attending class.

Schedule:

Monday-Thursday 9am-5pm and Friday from 9am-12pm
Customer Service and Sales course dates are **1/28-2/1/2019** at **CareerSource Brevard in Rockledge, Florida.**

Fee:

Customer Service and Sales; Course is \$150; Exam is \$55
The \$30 registration fee does not apply to this program.

Location:

CareerSource Brevard
295 Barnes Blvd.
Rockledge, Florida 32955