

CAREER EXPLORATION: RETAIL AND CUSTOMER SERVICES SKILLS

Certificate of Completion

Program #3P45041

The Career Exploration: Retail and Customer Services Skills Certificate is offered for students interested in developing the skills needed to work in customer service industries. Students take a series of courses to receive a Retail and Customer Services Certificate.

This program will support enrolled students in learning basic services skills and basic employment skills to support long-term success in the expansive retail environments throughout Orange County. Students graduating with a Career Exploration: Retail and Customer Services Certificate will be prepared for many entry-level paid employment opportunities within the retail industry. Upon completion of the Retail and Customer Services Skills Certificate, students will have the knowledge, skills, and experience to provide basic customer service skills in commercial settings. Students will be certified to work as entry-level employees including Cashiers, Counter and Rental Clerks, Demonstrators and Product Promoters, Door-toDoor Sales Workers, News and Street Vendors and Related Workers, Stockers and Order Fillers, Account Representative, Call Center Representative, Client Services Representative, Customer Care Representative (CCR), Customer Service Agent, Customer Service Representative (CSR), Customer Service Specialist, Customer Support Representative (Customer Support Rep), Guest Service Agent, or Member Services Representative (Member Services Rep.)

Code	Title	Hours
Required Core Courses (180 Hours)		
WFPR 224	Career Exploration: Retail Services, Introduction	90
WFPR 225	Career Exploration: Consumer Services Skills	90
Total Hours		180

Plan of Study

First Year

First Semester	Hours	Second Semester	Hours
WFPR 224	90	WFPR 225	90
		90	90

Total Hours 180

List of Courses

WFPR 224 Career Exploration: Retail Services, Introduction 90 Hours

This course provides students with an understanding of essential skills required for entry-level retail service professions. It explores the basics of sales transactions, customer service techniques, and the math skills necessary for retail operations. Students will learn about various roles within the retail sector, from Cashiers to Stockers and Order Fillers, preparing them for immediate employment or further training in retail services. The curriculum is designed to contextualize the skills needed in retail environments, offering a foundation for those seeking to advance their careers in this dynamic industry.

WFPR 225 Career Exploration: Consumer Services Skills 90 Hours

This course deepens students' understanding of retail customer service, emphasizing customer interaction techniques and problem-solving in retail environments. It covers effective communication strategies, conflict resolution, and technology's role in enhancing customer service. The curriculum prepares students for a broad range of customer service roles, focusing on skill application in simulated scenarios to adapt to diverse retail settings. Students explore career advancement within the sector, building on foundational skills for further education or professional growth in retail services.