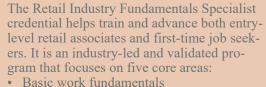
National Retail Foundation (NRF) Certification Trainings



Continuing Education

Retail Industry Fundamentals Specialist



- Dasic work fundament
 The business of retail
- Customer focus
- Getting and keeping jobs in retailSelling

Retail Industry Fundamentals consists of 10 modules that include learning and interactive

content, quizzes, knowledge checks, and self-reflection opportunities.

Program Description:

Retail Industry Fundamentals Specialist allows learners to develop basic customer service skills, math skills to conduct sales transactions, and an understanding of the retail industry, its impact on the economy, and the diverse jobs available. Industry-led and validated, this online credentialing program is designed for job seekers and current entry-level retail workers looking to advance their career in the industry.

Learn about the basics of Warehousing. Explore one of the hottest job markets in Arizona and earn a nationally recognized certification in Warehouse, Inventory & Logistics. This course is intended to give you the knowledge and skills to successfully land a job in warehousing. Gain an understanding of the terminology, processes, and technology used in the modern retail warehouse.

Program Description:

This course will help the student understand he importance of supply chains and the flow of goods. They will see how warehouses are designed and operated and practice calculatng and explaining key performance metrics They will learn about safety measures and hey will explore critical warehousing roles and how to succeed in this exciting career path.

Warehouse, Inventory & Logistics Specialist

Business of

Retail: Operations & Profit Specialist



that can allow them to stand out and confidently take on new responsibilities in a retail workplace. The online credentialing course offers current retail workers, as well as those looking to begin a career in the field. These classes are geared toward furthering their understanding of the retail industry. **Program Description:**

The Business of Retail: Operations and Profit is a 13-lesson program geared toward those interested in advancing their career in the retail industry or gaining a more indepth understanding of how a retail business is run. Learners will have the opportunity to develop a further understanding of merchandising, marketing, store operations, loss prevention, and best practices for advancing their careers in the industry.

Participants will develop quality customer service and sales skills to conduct business transactions in the retail environment. They will build an understanding of marketing and advertising to their clientele and within specific demographics. Students will continue to explore the ever-changing innovative environment of Retail Sales, its impact on the economy, and the diverse jobs available. Students will be given the opportunity to explore the vast career pathways that Customer Service and Sales can offer.

Program Description:

Customer Service and Sales: The second level of the National Retail Foundations curriculum, this class focuses on how to communicate effectively with customers in a retail sales environment. Learn how body language, a growth mindset, and active listening can turn an unhappy customer into a loyal customer. Learn from local industry leaders in virtual meetings during class, talk to managers, and find a career you can thrive in. Completion of this class and a passing score on the final exam will earn you a nationally recognized certification.



Customer

Registration Hours: Mon - Thurs 8AM - 5PM, Fri 8AM - 4PM Payments accepted via phone, mail, or walk in. Please make checks and Money Orders payable to AWC. Visa, MasterCard, and Discover cards accepted, as well as cash.

TO REGISTER & PAY: TO REGISTER & PAY: TO REGISTER & PAY: