

## **NRF Foundation**

### *National Professional Certification in Customer Service*

- Cost per candidate: \$115 (instructor led course, workbook, exam)
- Industry partnered and supported by many global and national companies including: Walmart, Macy's, Kiehl's, Saks Incorporated, CVS Pharmacies, Brooks Brothers, J.C. Penney, Microsoft, Walgreens, and many others.
- World's largest retail trade association, representing retailers from the U.S. and more than 45 countries
- Showcasing the exciting career paths and roles available within the retail industry through the Career Center to bring awareness to the opportunities for career growth and advancement that retail offers
- Demonstrating tangible proof of retail career opportunities through NRF's Job Board to connect top retail employers with great talent
- Exploring and gathering retail industry data through the Retail Insight Center
- Connecting retail recruiters from different formats and brands to discuss talent challenges in retail through the Retail Recruiter Network
- Building the workforce of the nation's largest private employers through **certification programs and workforce training**
- Partnering with dozens of universities around the country through NRF membership to offer **research and education programs that benefit the retail industry**
- Cultivating the next generation of retail leaders by providing special experiences such as the Student Program held in conjunction Retail's BIG Show and Shop.org Summit, that demonstrate first-hand the diverse career opportunities available within the retail industry
- Interactive instructor-led curriculum delivered over the course of approximately 40 hours

## **International Customer Service Association**

### *Certified Customer Service Professional*

- Cost per candidate: \$1,220 (audio CDs, exam)
- General customer service focus, NOT retail focused.
- Curriculum delivered through 6 audio CDs (not interactive)
- Increased professional knowledge and effectiveness
- Acquisition of marketable skills
- Accumulation of 30 CEUs (Continuing Education Units)
- Personal satisfaction from completing a rigorous program

- A plaque inscribed with your name as a CCSP

## **Service Strategies**

### *Service Representative Online*

- Cost per candidate: \$348.00 (online course, workbook, exam)
- Introduces entry-level service representatives to the fundamental principles and techniques required for excellent customer service delivery.
- Online training course structured to provide a combination of teaching and interactivity that enables candidate to not only learn valuable information, but also to apply information to real world situations
- Upon registration, student is allowed access for 90 consecutive days to complete coursework.