



Retail Industry Fundamentals

The retail industry is America's largest private-sector employer, supporting 55 million first jobs, next chances, and lifelong careers to people in every community. Recognizing the need to build workplace readiness through training programs that provide real-world examples, media-rich activities, and supportive resources, we are proud to offer the National Retail Federation's Retail Industry Fundamentals Specialist certificate course. Combined with Career EXCErate's wrap-around support to eliminate barriers that may stand in the way of your success, this course serves as an introductory program for students developing the skills needed for a first job or reentering the workforce.

This course provides foundational knowledge of the retail industry, preparing learners for a successful entry into retail jobs. It covers retail operations, customer service, workplace readiness, and essential employability skills. Upon successful completion, students will be eligible to earn the NRF Foundation's Retail Industry Fundamentals Specialist Credential.

Learning Objectives:

By the end of this course, participants will be able to:

- Understand the structure and scope of the retail industry
- Demonstrate basic customer service skills
- Explain the roles and functions of key retail operations
- Demonstrate retail transaction procedures, including handling cash, using point-of-sale (POS) systems, and following proper cash drawer balancing, security, and loss prevention protocols
- Apply workplace readiness skills, including teamwork, professionalism, and problem-solving
- Develop foundational financial literacy skills
- Prepare for entry-level retail positions and ongoing career growth

Who Should be in this Program

Individuals who enjoy interacting with customers, have an interest in learning how retail stores operate, and are eager to develop strong communication and problem-solving skills would be good candidates for this program.

Instructor: Eric Hacker, Employment Placement Specialist, Goodwill NCW

Schedule: July 21st - 25th, 8:00am to 4:30pm

Program: Career EXCErate Retail Industries Fundamentals, 40 Hours



SCAN ME

To get started, visit careerEXCEratewi.org,
or call or text: 920-204-7002