Employment Resources, Inc is an *Authorized Service Provider* of the Bay Consortium Workforce Investment Board

Employment Resources Incorporated (ERI) has been an "Authorized Service Provider" for a variety of employment and training services to the Bay Consortium Workforce Investment Board (WIB) for many years. ERI provides education, employment and training services to the majority of the Bay Consortium WIB's service region in the Workforce Investment Area XIII.

ERI is also recognized as a *Customer Service and Sales Training Provider* for the National Retail Federation. ERI is a private testing site for the *National Professional Certification in Customer Service*. Only candidates who are enrolled in Employment Resources Incorporated's training classes are permitted to take the test at ERI's facility.

For more information on ERI's *National Professional Certification in Customer Service*, please contact our Fredericksburg office listed below.

Employment Resources Incorporated

Faranda Ferguson, M.Ed
Transition Services Director
email: fferguson@eri-va.com
404 Willis Street/P.O. Box 801
Fredericksburg, VA 22404
Office: 540.372.6710
Hours: M-F 8am—4pm

The NRF Foundation

The NRF Foundation is the research and education arm of the **National Retail Federation (NRF)**, the world's largest retail trade association. NRF represents an industry with more than 1.4 million U.S. Retail establishments, more than 23 million employees — about one in five working Americans — and 2004 sales of $4.1 trillion. The Foundation, a non-profit foundation created in 1981, conducts industry research, develops education and workforce development programs, and promotes retailing as a career destination. The NRF Foundation benefits retailers, their associates and business partners and allies, and consumers in many ways. Research provides the basis for education about the industry and its importance to the economy and provides industry and government leaders with an analysis of public policy decisions on consumers, retailers, and the economy. The Foundation's education and career development efforts, including NRF University *wired*, encourage professional development and excellence in performance of retailing for associates and executives at all levels. For more information on the NRF Foundation visit their web site at:

www.nrf.com/foundation

Visit our web site: **www.eri-va.com**

ERI Employment Resources Inc.

National Professional Certification in Customer Service

Employment Resources Incorporated
Corporate Office - Fredericksburg
540-372-6710 (office)

Preparing Tomorrow's Workforce...Today

The Customer Service Certification

Attainment of the **National Professional Certification in Customer Service** signifies that the person who earns it has obtained the following:

- ***Knowledge and Skills important to successful employment***
- ***Ability to understand best-practices in high performance companies in the sales and service industries***
- ***Ability to provide excellent Customer Service to clients and customers***
- ***National, transferable certification in Customer Service***

For individuals to be eligible for the certification they must pass the required assessment (test) AND must:

- ***Be at least 16 years old having attained grade 11 standing***
- ***Be in good standing with your employer or school/program***

Certifications help to build a committed and professional worker and create opportunities for individuals in sales and customer service careers in a variety of businesses and industries.

Knowledge and Skill Areas Covered in the Program

Skill areas and general knowledge covered in the *National Professional Certification in Customer Service* program includes some of the following:

- **Speaking and Listening**
- **Reading and Writing**
- **Mathematics**
- **Using Technology**
- **Gathering and Analyzing Information**
- **Analyzing and Solving Problems**
- **Making Decisions and Judgments**
- **Organizing and Planning**
- **Working in Team Situations**
- **Leading Other People**
- **Building Consensus**
- **Self and Career Development**
- **Workplace Health, Safety & Security**
- **Meeting Clients Needs & Expectations**
- **Initiating Product/Service Improvements**
- **Sales Procedures & Techniques**
- **Using Equipment and Tools**

ERI
Employment Resources Incorporated

Visit ERI's web site at:

www.eri-va.com

The Customer Service Assessment (Test)

The Customer Service Assessment (test) is based on the national skill standards for Customer Service. The NRF Foundation's workforce experts and work analysts developed a "blueprint" for the assessment process. The cost of the assessment is $70.00 per person and consists of 75 multiple choice questions. The online 90 minute exam is timed and is conducted on-site at all of our training locations.

Assessment Locations

Employment Resources Incorporated is a private testing site for the *National Professional Certification in Customer Service* and is a recognized *Customer Service and Sales Training Provider* for the National Retail Federation. ERI can also provide the *Customer Service Training* classes ***at your employment location*** for the convenience of your staff.

For more information contact ERI at:

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