

# CUSTOMER SERVICE TRAINING OPPORTUNITY

**Dates: February 26 to March 20, 2018**

**Monday-Thursday from 9:30 am to 1:00 pm each day**

**SCHEDULE**

<b>MONDAY 2/26</b>	<b>TUESDAY 2/27</b>	<b>WEDNESDAY 2/28</b>	<b>THURSDAY 3/1</b>
Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm
<b>MONDAY 3/5</b>	<b>TUESDAY 3/6</b>	<b>WEDNESDAY 3/7</b>	<b>THURSDAY 3/8</b>
Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm
<b>MONDAY 3/12</b>	<b>TUESDAY 3/13</b>	<b>WEDNESDAY 3/14</b>	<b>THURSDAY 3/15</b>
Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm	Classroom Training 9:30 am – 1:00 pm
<b>MONDAY 3/19</b>	<b>TUESDAY 3/20</b>		
Exam Review	Exam		

## PROGRAM INCLUDES:

- Training, study materials & fee for National Retail Federation (NRF) Retail Fundamentals Exam
- Transportation Assistance
- Job Search and Placement Assistance

## APPLICANTS MUST:

- Be at least 15 years old
- Have basic computer skills
- Be able to attend all sessions

## FOR MORE INFORMATION:

**Contact Ian Willison**

**215.426.8610 x 2006 or**

**[iwillison@lshphilly.org](mailto:iwillison@lshphilly.org)**

### Training Location

**Lutheran Settlement House**

1340 Frankford Ave. (Frankford & Master)

SEPTA Bus #5, 15, 25 or

Market-Frankford EL (Girard Stop)

