**Customer Service & Sales information**

**Content from the National Retail Federation**

**Organized & Revised by Rae Broussard & Paul Grethel**

**Rae Broussard, MBA** raedidier@hotmail.comKeller Williams Realtor & Former Teacher

**Paul Grethel** paul.grethel@gmail.comMERA Employee & Retired Teacher

**Rise** rise@nrf.com Customer Service & Sales Testing Site

 1-844-NRF-Exam (1-844-673-3926)

**CUSTOMER SERVICE & SALES SECTIONS:**

* Chapter 1: Retail Industry Overview
* Chapter 2: Customer Service
* Chapter 3: Store Operations
* Chapter 4: Selling & Service

**Teachers to do:**

* [**Site license:**  Send Paul Grethel the site license application](http://media.wix.com/ugd/053f84_3600bf58bcdd41b2ad78bbf7f61c1f1e.doc?dn=2015%20MERA%20Test%20Site%20License%20Application.doc).
* [**Check computers:** Complete the system requirements check on each computer before testing.](https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx)

Once you do so on that computer, you do not need to complete that check again.

* **Teach:** Attend the customer service training.
* **Certify:** Create a Student Rise Account & Associate MERA as a partner.

\*Teacher’s email must match the email he/she gives Paul for the site license/proctor.

Take the test at the end of the training.

Print the certificate that is sent to your email. Students will need to print & give it to you!

* **Proctor:**  After you complete your CS credential, login to your Rise Account & click on **Test Sites**. Then click

 **Access Training** on the top right. Complete the 6 modules & take the NRF Proctor Examination.

It takes about 40 minutes to complete. You cannot give the exam unless you are a proctor.

* **Apply for grant:** MERA will email you the grant, fill out & return on time w/ rosters & signatures.
* **Order vouchers**: Order your vouchers online through your Rise Account using a check or credit card.

 \*Customer Service & Sales Voucher cost $55.00.

 MERA Grant winners: After students take the screening test & score >79, email Paul the voucher order form.

* [**Stay certified:**  Re-certified every 3 years by sending off the required renewal form and pay $25.00](https://nrf.com/sites/default/files/Images/Career%20Center/NRF%20Foundation%20Certification%20Renewal%20Form_0.pdf).
* **Accommodations:** Your student will check Yes for accommodations needed when registering to take the test on the Rise site.

You will then on your end confirm if the student does receive accommodations.

**Eligibility:**

* [**To test:**  Students take a screening test & must get >79.](http://media.wix.com/ugd/053f84_8384bc9204bc43f08c643f054e75a894.doc?dn=Customer%20Service%20Screening%20Test%20without%20answers.doc) (rule set by Paul Grethel **if** using MERA Grant $).

 Students must be **15** years of age or at least a sophomore in high school.

 Students will not be able to test after March 15th (rule set by Paul Grethel **if** using MERA $).

* **To re-test** Student must wait 15 minutes after he/she is notified that he/she failed. MERA will NOT pay for a 2nd voucher.
 We recommend a wait of 1-2 days for student to study.

**Websites:**

* **CS & Sales Files & Info** <http://www.ATGFreshStart.com>*Password for Class Materials Page:* ***FreshStart***
* **National Retail Federation** <https://nrf.com/career-center/certifications-and-training/customer-service-and-sales-certification>
* **CS & Sales Sample Exam** <https://nrf.com/career-center/riseup/credentials> 15 question review created by the NRF
* **Screening Online Test** [testmoz.com/449242](https://mail.apsb.org/owa/redir.aspx?SURL=PlL8eDqqtuFK7uryyZynrdY6CRuO9QexI82bXL6FrYQUPDaE9DnSCGgAdAB0AHAAcwA6AC8ALwB0AGUAcwB0AG0AbwB6AC4AYwBvAG0ALwA0ADQAOQAyADQAMgA.&URL=https%3a%2f%2ftestmoz.com%2f449242) *Password:* ***voucher*** MustPrint, result’s don’t save.
* **System Requirement Check** <https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx>
* **Rise Testing Site** [www.castleworldwide.com/connect/rise](http://www.castleworldwide.com/connect/rise)

**documents:**

* Site License Form
* CS & S Information
* [Pacing Guide](http://media.wix.com/ugd/053f84_3142ddfc0af14ee78faf1b767e41d78f.docx?dn=Pacing%20guide%20with%20past%20%26%20new%20book.docx)
* Vocabulary
	+ Key
* Student Workbook
* PowerPoint Notes
* Chapter Tests
	+ Keys
* Study Guide
	+ Key
* [Screening Test](http://media.wix.com/ugd/053f84_8384bc9204bc43f08c643f054e75a894.doc?dn=Customer%20Service%20Screening%20Test%20without%20answers.doc)
	+ Key
* Voucher Order Form
* Rise Teacher Testing Directions
* Rise Student Testing Directions
	+ Before the Test
* Rise Student Testing Directions
	+ on Test Day