

CUSTOMER SERVICE & SALES TRAINING & CERTIFICATION

AGENDA

STARTS: 8:00 A.M. ENDS 2:00 P.M.

Agenda

8:00- 8:45	Opening (Introduction, DECA organization, Using our website, Proctor account)
8:45- 9:15	Emailed Materials, www.ATGFreshStart.com website, Pacing Guide
9:15- 9:45	NRF Chapters 1 & 3
9:45-10:45	NRF Chapter 2
10:45-11:30	NRF Chapter 4
11:30- 12:30	Lunch-go to our website to review using Study guide, sample questions, PowerPoint quizzes, CS IBC Review
12:30- 2:00	Test Setup & Customer Service & Sales Online Test

CONTACTS:

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Paul Grethel
Retired Teacher, retired La. DECA State Association Advisor, retired MERA
Educational Consultant, retired Knowledge Matters Consultant, Business Owner
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TEACHERS TO DO:

- ❖ To teach: Attend the Customer Service Training/Certification & take the test at the end of the training.
- ❖ To proctor: Review the PowerPoint on Using the Rise Up account; order licenses from your supervisor
- ❖ To stay certified: Re-certified every 3 years by sending off the required renewal form and pay \$25.00 (use the link found at bottom of page at www.atgfreshstart.com/Proctor to re-certify online)
- ❖ To get accommodations: You can request Accommodations after the Learner has registered you have enrolled the Learner by clicking on the Proctor tile in your Penn Foster account. Download forms from links on right side.

LEARNER (STUDENT) ELIGIBILITY:

- ❖ To test: Students take a pre-test & must get 70%+. Students must be **14** years of age.
- ❖ To re-test: Your district administrator for RiseUp can sign into their own account at RiseUp and order any textbooks and licenses including re-take licenses, so contact him/her to get retake licenses. Once you have the retake license, simply assign it to the student. You do not need to re-register the student in your Rise Up account.

CUSTOMER SERVICE WEBSITE: www.atgfreshstart.com

- ❖ The Classroom Materials page is password protected so that students cannot get to it. The password for that page is **FreshStart**. The passcode for students to take the online screening test found under the Students tab is **voucher**.

STEPS TO BECOMING A CUSTOMER SERVICE CERTIFIED TEACHER AND THEN A CERTIFIED PROCTOR:

1. Complete the Customer Service 1-day class and certification exam. Inform the administrator at your school district level who handles this credential to add you as a proctor. Contact Paul Grethel if you need to know who this is.
2. Once your district administrator sets you up as a proctor, you will get an email from Rise Up with directions to go set up your username and password. This account would be used on licenses you obtain from your district administrator. If you have a BoR account, you will use the same account for both credentials.