Retail Skills Center

- + Mobilize employer participation
- Match merchants with well-trained, qualified, career-oriented applicants
- + Specialize in training in customer services and selling skills
- + Prepare workers for a range of careers
- + Offer the counseling and logistical support to help people succeed

Retail Skills Centers include:

Retail Skills Center at King of Prussia

King of Prussia, PA Operated by JEVS

Retail Skills Center at Jersey Gardens

Elizabeth,, NJ Operated by NRF Foundation

The Retail Institute

Richmond, VA Operated by Richmond Goodwill

Retail Skills Center at Arundel Mills

Hanover, VA Operated by Anne Arundel Community College

RetailSkills Center

Seattle, WA Operated by Seattle Community College Let NRF Foundation expertise help you create state-of-the-art training facilities and services

Facilities Planning

- + Strategic Planning
- + Facilities Layout & Design
- + Partnership Building & Employer Outreach
- + Workforce Development
- + Assessment, Placement & Retention Strategies
- + Management & Operations
- + Support & Technical Assistance
- + Sustainability

Services

- + Step Up: Orientation to Retail Careers
- + Skills Assessments
- + Career Fairs & Job Placement
- + Self-paced Computer-Assisted Instruction
- + Workshops & Courses
- + Counseling & Support
- + Customized Training

"I had had no previous retail experience, and what stuck with me the most from the Skills Center is the importance of a positive attitude. If the customer does not see that, he might not even went to come into the store"—Outis, an employee it Jersey Garden, hired one week after completion of the program.

Any belp filling jobs with people who have the people shills and the right attitude is welcome. We lose an average of almost four people per week; the turnover is unbelievable. Based on my experience with Cartis — compared to others who did not go to the Skills Center — I want to hire more workers from the programs"—Sore Manager, Jersey Goders

Training is based on national skill standards, developed by the sales & service voluntary Partnership in conjunction with the National Skill Standards Board Standards reflect input from hundreds of companies on what high performance workers need to know and do. Skills Centers help workers prepare for national certification with application across the service sector.

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