



Adding skills to India's canvas...

www.inskills.co.in

আমার কাজ
আমার অহংকার

ମୋ କାମ,
ମୋ ଗୌରବ **My Work
My Pride**

मेरा काम
मेरा अहंकार

నా పని
నాకు గర్వము

କୋଷ କାମ
କୋଷ ଗୌରବ



N · S · D · C
National
Skill Development
Corporation

www.nsdindia.org

Certificate Course – Customer Care Associate (Retail)



Course Outline:

Introduction to Retail: Store Operations, Inventory, Merchandising

Introduction to Sales: Need Assessment, Product Presentation, Objection Handling, Closing Sales, Customer Behavior, Up selling & Cross Selling

Introduction to Computers: Computer Handling, POS Equipment, Reports

Service Orientation: Handling Customers, After Sales Service, Loyalty Programs

Grooming: Grooming of Self, Communication, Resume Writing, Facing Interviews

Safety & Security: Store Security, Shrinkage, Personal Safety, First Aid

Soft Skills: Teamwork, Stress Management, Time Management, Supervisory Skills, Ethics, Etiquette

Industry Training: Familiarization with Products, Product Knowledge, USP's, Price, Competition

Eligibility:

Min Qualification: Class 10 pass

Age: 18 – 25 years

Experience: Preferably fresher (6 months and above experienced may apply)

Duration:

120 hours (6-8 weeks)

Job Opportunity & Benefits:

- Joint certification with NSDC
- Job Opportunity in organized retail sector - food, furniture, footwear, appliances, general retail etc.
- Placement linkage with Godrej Interio, Godrej Appliances, Khadim, Reliance Retail etc.
- Salary will be in the range of Rs. 5000 - 6000 plus incentives /commissions / free accommodation for outstation candidates

Industry Partner:  | GODREJ & BOYCE

About InSkills

InSkills, a NSDC partner organization, is a consortium formed by management, technology and education & training professionals created with a special focus on enhancement of employability of young generation beyond conventional mainstream education. InSkills has taken a mission to impart training to 1.63 million individuals over next 10 years, with close industry linkages, quality of delivery and certification.

About NSDC

NSDC is a first-of-its-kind Public Private Partnership (PPP) in India, promoted by Department of Finance, Government of India, to facilitate the development and upgrading of the skills of the growing Indian workforce through skill training programs. A large part of NSDC's effort is directed at providing assistance and support to the private sector partner organizations towards skill development of the unemployed youth.

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