Class Syllabus

Retail Sales/Store Operations

Classes held at 1790 Shattuck Avenue, Berkeley, CA 94709

For safety of students and staff, classes are held virtually until further notice.

$2,255.00/course inclusive of:
Materials, Certificate of Completion, and DISC Assessment

Course Job Description Focus:

Retail Salespersons

Sell merchandise, such as furniture, motor vehicles, appliances, or apparel to consumers.

Online Merchants

Conduct retail activities of businesses operating exclusively online. May perform duties such as preparing business strategies, buying merchandise, managing inventory, implementing marketing activities, fulfilling and shipping online orders, and balancing financial records.

Postal Service Clerk

Perform any combination of tasks in a post office, such as receive letters and parcels; sell postage and revenue stamps, postal cards, and stamped envelopes; fill out and sell money orders; place mail in pigeon holes of mail rack or in bags; and examine mail for correct postage.

First Week
1st class-General retail sales and store operations, customer interaction and product demonstration techniques handling and displaying merchandise and goods, marketing and providing information, safety and security procedures related to retail sales. Maintaining a positive attitude and dealing with conflict resolution, understanding perspectives and non-verbal cues of others. Maintaining a positive attitude and dealing with conflict resolution, understanding perspectives and non-verbal cues of others.

2nd class- Introduction to computer usage. Basic concepts of using a computer, a preface history, and introduction into Microsoft Office to prepare for Retail Sales environment software and computer usage.

Second Week
3rd class- General cashiering and front of service sales techniques. Customer interaction and quality customer service techniques, confidentiality and security procedures. Word processor/keyboarding practice. Group review/discussion session.

4th class- Cash and credit transactions, invoices and receipts. Customer service videos, customer service scenarios and role-playing. Word processor/keyboarding practice. Group review/discussion session.

Third Week
5th class- Opening and closing daily register, general banking procedures. Developing and maintaining relationships, building networks. Word processor/keyboarding practice. Group review/discussion session.
6th class-DISC assessment test review, training session and test. Understanding retail computer and database systems, timekeeping and maintaining schedules. Word processor/keyboarding practice. Group review/discussion session.

Fourth Week
7th class- Class and DISC test review. Retail sales and front of store videos and role playing. Group review/discussion session.

8th class- Job search skills, resume critique and award of certificate of completion. Group review/discussion session. Group review/discussion session.

5501 Sacramento Ave, Richmond, CA 94804 (510) 390-7001 info@pccsonline.org