



# ORANGE COAST COLLEGE FREE CAREER TRAINING!

## PREPARE FOR A JOB IN CUSTOMER SERVICE & RETAIL

### SPRING 2021

### 6 WEEKS

Students completing COS A001N and COS A002N will receive a Certificate of Completion.

#### INTRODUCTION TO CUSTOMER SERVICE

This course will introduce you to:

- Customer service and workplace skills
- Different retail stores and positions
- Employer expectations and helpful tips
- Retail basics including products and terminology

#### RETAIL EMPLOYMENT OPPORTUNITIES

This course will help prepare you for your first interview!

- Learn about the job search and hiring process
- Perfect your resume and practice interview skills
- Complete a retail job application

#### COS A001N - INTRODUCTION TO CUSTOMER SERVICE

| CRN   | MEETING TIME               | DATE                   | LOCATION      | INSTRUCTOR    |
|-------|----------------------------|------------------------|---------------|---------------|
| 42570 | Mon/Wed 9:00 am - 11:00 am | April 19 - May 5, 2020 | Online (Live) | Sibley Sabori |

*\*Completing COS A001N is recommended before taking COS A002N.*

#### COS A002N - CUSTOMER SERVICE & RETAIL EMPLOYMENT OPPORTUNITIES

| CRN   | MEETING TIME               | DATE                  | LOCATION      | INSTRUCTOR    |
|-------|----------------------------|-----------------------|---------------|---------------|
| 42571 | Mon/Wed 9:00 am - 11:00 am | May 10 - May 26, 2020 | Online (Live) | Sibley Sabori |

#### Next Steps:

1. If you are a new student, complete the interest form by visiting [www.tiny.cc/occform](http://www.tiny.cc/occform) or by scanning the QR code
2. Complete college admission application
3. Complete noncredit orientation
4. Enroll in COS A001N & COS A002N



#### ENROLL TODAY!

Contact the Adult Education Office:

Call/Text: 714-432-6897

Email: [adulthoodeducation@occ.cccd.edu](mailto:adulthoodeducation@occ.cccd.edu)

