



## FREE TRAINING AT THE CHICAGOLAND RETAIL SECTOR CENTER!

Chicagoland Retail Sector Center • 218 S. Wabash Street, Suite 540 • Chicago, IL 60604 • TEL: 312-281-7925 • Hours of Operation - Monday-Friday 8:30am - 4:30pm

### MARCH 2019 - TRAINING & WORKSHOP CALENDAR

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
4 <a href="#">9:00am-4:00pm - Hospitality Hires Chicago First Interviews</a>	5 <a href="#">9:00am-4:00pm - Hospitality Hires Chicago First Interviews</a>	6 <a href="#">9:00am-4:00pm - Hospitality Hires Chicago First Interviews</a>	7 <a href="#">9:00am-4:00pm - Hospitality Hires Chicago First Interviews</a>	8 <a href="#">9:00am-4:00pm - Hospitality Hires Chicago First Interviews</a>
11 <a href="#">9:30am-11:30am - Orientation</a> <a href="#">10:00am-4:00pm - NRF Customer Service &amp; Sales Training</a>	12 <a href="#">10:00am-12:00pm - Foundations for Career Empowerment</a> <a href="#">10:00am-4:00pm - NRF Customer Service &amp; Sales Training</a>	13 <a href="#">10:00am-12:00pm - Resume 101</a> <a href="#">10:00am-4:00pm - NRF Customer Service &amp; Sales Training</a>	14 <a href="#">10:00am-12:00pm - Interviewing Techniques</a> <a href="#">10:00am-4:00pm - NRF Customer Service &amp; Sales Training</a>	15 <a href="#">10:00am-12:00pm - Time Management</a> <a href="#">10:00am-4:00pm - NRF Customer Service &amp; Sales Training</a>
18 <a href="#">9:30am-11:30am - Orientation</a> <a href="#">10:00am-3:00pm - ServSafe Food Handler Training</a>	19 <b>9am-4pm - Hospitality Hires Chicago</b> <a href="#">10:00am-3:00pm - ServSafe Food Handler Training</a>	20 <a href="#">10:00am-12:00pm - Resume 101</a> <a href="#">10:00am-3:00pm - ServSafe Food Handler Training</a>	21 <a href="#">10:00am-12:00pm - Interviewing Techniques</a> <a href="#">10:00am-3:00pm - ServSafe Food Handler Training</a>	22 <a href="#">10:00am-12:00pm - Basic Financial Literacy</a> <a href="#">10:00am-3:00pm - ServSafe Food Handler Training</a>
25 <a href="#">9:30am-11:30am - Orientation</a>	26 <a href="#">10:00am-12:00pm - Foundations for Career Empowerment</a>	27 <a href="#">10:00am-12:00pm - Resume 101</a>	28 <a href="#">10:00am-12:00pm - Interviewing Techniques</a>	29 <a href="#">10:00am-12:00pm - Time Management</a>

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### TRAINING PROGRAMS (IN BLUE TEXT):

**National Retail Federation Customer Service & Sales Certification:** The Customer Service and Sales curriculum is designed to help entry-level sales and service associates learn skills related to frontline work in retail (or any industry that values customer service and sales skills). Individuals taking the course will learn: Products and services, Assessing and meeting customer needs, Preparing for selling, gaining customer commitment and closing the sale, The basics of store operations and inventory control, The process of merchandising, The importance of common employability skills, Crafting a polished resume.

**Hospitality Training Certificate:** This week-long program utilizes materials from the American Hotel & Lodging Association S.M.A.R.T. training program to prepare students for their introductory positions in the hospitality industry, with a focus on lodging and tourism.

**ServSafe Food Handler Certification:** The ServSafe Food Handler Training Course is a week-long course that will teach participants all aspects of food handling, including, Basic Food Safety, Personal Hygiene, Cross-Contamination & Allergens, Time & Temperature, and Cleaning & Sanitation. The course uses direct-instruction styles, with enhanced assessments to fully prepare students for the Illinois Food Handler Licensing Exam. Students will take the required Illinois Food Handler Licensing Exam and receive their certification on-site at the Sector Center.

**National Retail Federation Retail Industry Fundamentals Certification:** The Retail Industry Fundamentals credential helps train and advance both entry-level retail associates and first-time job seekers. It is an industry-led and validated program that focuses on five core areas: Basic work fundamentals, the business of retail, customer focus, getting and keeping jobs in retail, and selling.

### WORKSHOPS (IN RED TEXT):

**Orientation:** The Retail Sector Center orientation will provide information about the Walmart Foundation/Chicago Cook Workforce initiative, educational and training opportunities in the retail industry, program eligibility, intake process, initial skills assessment requirements, and Workforce Innovative Opportunity Act (WIOA). During orientation, attendees will meet with Career Coaches to explore career options and develop career plans, including enrollment in relevant workshops and training sessions, based on their skills assessment and interests. **All persons referred to the Sector Center must attend Orientation.**

**Interviewing Techniques:** This workshop will help job seekers understand how to present their resume and project a professional image during a job interview. Participants will learn responses to typical interview questions and techniques for handling difficult questions and situations. Job seekers also learn how to ask the interviewer questions that create positive impressions.

**Time Management:** This workshop is for participants who are seeking an introduction to the time management skills needed to properly balance personal and professional time commitments. Participants will learn the basics of list-making, organization, time blocking, and how to identify problem areas with their own workflows to improve their productivity, enhance their work performance, and manage personal commitments.

**Resume 101:** This workshop is for participants without a resume or have an electronic version in any format besides MS Word. Participants will learn how to create or re-format their resume in MS Word and then highlight their skills that retail employers want to see. This workshop will introduce participants to multiple formats, templates, and the do's and don'ts of developing a resume. Participants will also learn the elements of a good cover letter.

**Basic Financial Literacy Workshop:** This workshop is for participants seeking to enhance their financial knowledge to enable them to accomplish their personal goals. Participants will take a brief financial literacy survey before starting topics addressing basic budgeting, how to pay your bills, understanding employment tax forms, understanding your credit and protecting your financial information online. Students looking for more advanced help will be able to schedule one on one assistance with the workshop leader. This workshop is ideal for the newly employed.

**Foundations for Career Empowerment:** This workshop is aimed at providing the job seeker with the foundational skills necessary to be successful in their job search and upon hire. We will address issues including communication, dressing for success, jobs v. careers, time management and employer expectations.

Funding for this initiative is part of a \$10.9 million grant the Walmart Foundation made to The Chicago Cook Workforce Partnership. The two-year grant program is the largest investment to date as part of Walmart and the Walmart Foundation's Opportunity initiative, which aims to increase the economic mobility of workers in retail and adjacent sectors by working with nonprofits, educational institutions and government agencies to make it easier for frontline workers to move into roles with more responsibility. Requests for services, aids, and/or alternative formats must be made in advance by calling 312-281-7925. TTY users, please call 1-773-975-5846.

Join the conversation: #Reimagine Retail  
For more information please visit [corporate.walmart.com/opportunity](https://corporate.walmart.com/opportunity).