CUSTOMER SERVICE & SALES TRAINING & CERTIFICATION

AGENDA

**Starts: 8:00 a.m. ENDS 2:00 p.m.**

Agenda

8:00- 8:45 Opening (MERA grants, DECA organization, Using our website, Proctor account)

8:45- 9:15 Emailed Materials, [www.ATGFreshStart.com](http://www.ATGFreshStart.com) website, Pacing Guide

9:15- 9:45 NRF Chapters 1 & 3

9:45-10:45 NRF Chapter 2

10:45-11:30 NRF Chapter 4

11:30- 12:30 Lunch-go to our website to review using Study guide, sample questions, PowerPoint quizzes,   
 CS IBC Review

12:30- 2:00 Test Setup & Customer Service & Sales Online Test

**Contacts:**

Rae Broussard, MBA Paul Grethel  
Customer Service & Sales Trainer Retired Teacher, La. DECA State Association Advisor, MERA  
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**Teachers to do:**

* To teach: Attend the Customer Service Training/Certification & take the test at the end of the training.
* To apply for grant: MERA will email you the grant in August; fill out & return on time w/rosters & signatures.
* [To get vouchers: After students take the pre-test & score 80%+, email Paul the License Order form.](http://media.wix.com/ugd/053f84_12b65febab9d4a12b414db28856aff6e.xlsx?dn=Customer%20Service%20Voucher%20Order%20form.xlsx) (if you received grant)
* [To check computers: Complete the system requirements check on computers before testing.](https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx)
* [To stay certified: Re-certified every 3 years by sending off the required renewal form and pay $25.00](https://nrf.com/sites/default/files/Images/Career%20Center/NRF%20Foundation%20Certification%20Renewal%20Form_0.pdf) (use the link found at   
   bottom of page at [www.atgfreshstart/Proctor](http://www.atgfreshstart/Proctor) to re-certify online)
* [To get accommodations: You can request Accommodations after](http://media.wix.com/ugd/053f84_e1bda07278304c70b38acb3abef0f8f3.docx?dn=Testing%20Accommodations%20Form.docx) the Learner has registered you have enrolled the Learner by   
   clicking on the Proctor tile in your Penn Foster account. Download forms from links on right side.

**LEARNER (STUDENT) Eligibility:**

* [To test: Students take a pre-test & must get 80%+.](http://media.wix.com/ugd/053f84_8384bc9204bc43f08c643f054e75a894.doc?dn=Customer%20Service%20Screening%20Test%20without%20answers.doc)

Students must be **14** years of age.

Students will not be able to test after March 15(rule set by MERA if using MERA grant funding if using a MERA   
 license unless permission is granted).

* To re-test MERA will not pay for a second license if a student fails. Use the link at bottom of page found at   
   [www.atgfreshstart.com/proctors](http://www.atgfreshstart.com/proctors) to order retake licenses for $25 (your Penn Foster Administrator in your school   
   district must purchase them.

**CUSTOMER SERVICE WEBSITE:** [www.atgfreshstart.com](http://www.atgfreshstart.com)

* The Classroom Materials page is password protected so that students cannot get to it. The password for that page is **FreshStart**. The passcode for students to take the online screening test found under the Students tab is **voucher**.

**Steps to Becoming a Customer Service Certified Teacher and then a Certified Proctor:**

1. Complete the Customer Service 1-day class and certification exam. Inform the administrator at your school district level who handles this credential to add you as a proctor. Contact Paul Grethel if you need to know who this is.
2. Once your district administrator sets you up as a proctor, you will get an email from Penn Foster with directions to go set up your username and password. This account would be used on licenses you obtain from your district administrator.
3. If you apply for the MERA Grant and are approved, MERA will set you up with a separate account where you can access your grant licenses. You will have a different username and password to sign into that account.