

## **Work Readiness Trainings**

*Individualized, part-time trainings hosted in the departments listed on the opposite page and focused on soft skills. Certifications may be added for an additional fee.*

### **Custom Schedules!**

*Soft-skill focus areas may include:*

#### **Customer Service**

- Eye Contact
- Welcoming customers
- Answering questions
- Voice: tone, level, clarity, speed, etc.
- Non-verbal communication
- Phone etiquette (office & retail placements)

#### **Communication**

- Eye contact
- Answering questions
- Asking for help
- Talking to a supervisor
- Scheduling breaks
- Non-verbal communication
- Teamwork
- Work-appropriate conversations

#### **Independence**

- Completing tasks as assigned
- Asking questions about specific projects
- Working without direct supervision



**To Register for a Work Experience Program**  
contact Nia at [nivanof@resourcevt.org](mailto:nivanof@resourcevt.org) or  
658-4143 ext. 31.

## **Work Readiness Certificates**

*Certifications can be completed individually or folded*



*into a Work  
readiness  
Training.*

#### **Cash Register & Cash Handling Skills**

*6-9 hours, \$300, Burlington*

*Household Goods Store*

- Counting float drawers
- Making deposits
- Familiarity with bills, coins, & tender
- Entering sales
- Counting change
- Issuing refunds
- Qualitative assessment of skills

#### **Forklift Certification**

*3 hours, \$150, Burlington*

*Building Materials Store*

- Classroom safety instruction
- Hands-on experience
- Industry-recognized certification test

#### **Refrigeration Certification**

*30 hours, \$500, South Burlington*

*Large Appliance Repair Shop*

- Classroom & independent work
- Hands-on experience
- Industry-recognized certification test

#### **Customer Service Certification**

*10-15 hours, \$350, Any Department*

- Classroom & independent work
- Hands-on experience
- Industry-recognized certification test

## Training Departments

**Retail** (Burlington) Practice customer service skills essential for the service industry. Choose from one of ReSOURCE's two retail settings:



Household Goods Store: Deliver customer service to donors and shoppers in a busy retail setting. Training may include: intake, stocking, organizing, pricing, data entry, and typing.

Building Materials Store: Deliver customer service to donors and shoppers while processing a wide variety building materials. Training may include: hand and power tools, reading a tape measure, stocking, and organizing.

**Office Administration** (Burlington or South Burlington) Experience a busy office environment and learn administrative skills. Choose from one of ReSOURCE's two office settings:

Burlington: Deliver customer service to walk-in and phone customers. Training may include: Microsoft Office tools, data entry, typing, email, phone functions, and office equipment.

South Burlington: Deliver customer service over the phone, schedule appointments, and research parts. Training may include: data entry, office equipment, email, and phone functions.



**Major Appliances** (South Burlington)

Diagnose and repair washers, dryers, ovens, and refrigerators using industry recognized techniques. Learn basic electrical safety.

**Computers** (Burlington) Identify and/or test computer hardware parts and accessories. Practice critical thinking for the technology sector.

**Electronics & Small Appliances** (Burlington) Test, clean, and repair a variety of AV and small appliances. Learn basic electrical safety.

**Overlook and Courthouse Cafés** (Burlington) Practice customer service, master health code standards, and learn basic food preparation. Additional training may include: taking inventory, signage, and stocking.