



## Are you looking for an **AMAZING** new career with a chance to learn and grow?

If a career in the retail industry sounds like something that interests you, the Goodwill Retail Institute can help. Retail Institute graduates learn the work and life skills required to be successful in the retail industry. Dedicated trainers and career coaches help you master the skills necessary to earn and keep a job in one of our Goodwill Retail Stores. No retail experience is required, but you must have a positive attitude, strong work ethic, and motivation to succeed.

### Training Highlights

- Work and Life Skills such as professionalism, customer service, teamwork and self-awareness
- 9 week program with on-the-job training for 20-24 hours per week in a Goodwill Retail Store
- Potential to be hired as a part-time Retail Associate after the training program
- You will learn:
  - Communication skills to provide the highest level of customer service
  - Retail Vocabulary
  - General equipment operation
  - Sorting and pricing merchandise by understanding quality and pricing guidelines
  - Productivity standards
  - How to take donations
  - Ways to be successful in a fast-paced work environment



“ I was given training all along the way, which boosted my confidence. I am supported by the Retail leadership and feel like they are always cheering me on to do more and be more. ”

**Iliana** Assistant Store Manager. Goodwill Store & Donation Center

**Interested?** To apply, please call Goodwill at 855.455.1110 or visit your nearest Goodwill Workforce Connection Center:

Lombard location  
351 East Roosevelt Road (IL Route 38)  
Lombard, IL 60148

North Riverside location  
1900 Harlem Avenue  
North Riverside, IL 60546