



July 2010

Dear Employer:

The person presenting this certificate has earned the **National Professional Certification in Customer Service®** by passing an industry-driven assessment. This new Professional Certification is based on national skill standards recognized by high-performance employers from the retail, wholesale, personal services, and real estate industries as critical to customer service success. The computer-based assessment required this certified individual to respond to real-world job-related situations, using knowledge and skills widely recognized as important in high-performance workplaces.

Certification recognizes *demonstrated* customer service knowledge and skills—which translates into competitiveness for you, the employer. Thousands of employees, from frontline workers to managers and trainers, representing hundreds of companies, identified the performance levels for these customer service skills. NRF Foundation managed this process for the Sales & Service Voluntary Partnership, a collaborative organization comprising several hundred large and small companies and other workforce partners. Other industries, including hotels, restaurants, banks, insurance, and public service companies, have recognized the value of these customer service skill standards and this certification.

We hope you will recognize this individual's demonstrated customer service knowledge and skills, as well as the professional initiative and investment in retail and related careers.

If you would like to learn more about Customer Service Certification and how your company can benefit, visit our website at www.nrf.com/industry-certification or contact the NRF Foundation at (202) 626-8182.

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