

Sales and Customer Service Specialist Program



› CUSTOMER EXCELLENCE

Pave the way to success with the service that keeps them coming back for more.

› PROFITABILITY

Studies prove that retail salespeople who were taught the most important selling skills sell 2.33 times more than those who weren't.

› SUPPORT

You invest the time—LBMDf does the rest.

› CBMS

The only comprehensive national accreditation for the LBM industry. Get the tools you need to gain a competitive edge and allow your employees to invest in their future.

PROGRAM REQUIREMENTS

Sales or Customer Service Prerequisite	7 credits
Building Materials or Equivalent	7 credits
Industry Affiliated Activities / Training	5 credits
30 hours topic-related courses	30 credits

See the [LBMDf Education Calendar](#) for current in-person seminars or visit our [LMS Course Library](#) for CBMS Courses

Required Total CBMS Credits :

49 Credits



Program Registration Fees:
\$50 NRLA Member / \$100 Non-Member

www.nrla.org
education@nrla.org
800.292.6752

