**VOCATIONAL SKILLS RECORD WOODROW WILSON CENTER FOR EMPLOYMENT**

Student’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PID # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Entry Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vocational Area: Business & Information Technology\_\_\_

Vocational Objective: Customer Service/Call Center/Retail\_\_\_

 Sales Associate\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

O\*NET-SOC 43-2031.00\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Exit Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Course Hours: 900\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1.00 Keyboarding Percent Date**

1.01 Keyboarding: The Alphabet \_\_\_\_\_\_ \_\_\_\_\_

1.02 Keyboarding: The Numbers \_\_\_\_\_\_ \_\_\_\_\_

1.03 Keyboarding: The Symbols \_\_\_\_\_\_ \_\_\_\_\_

**2.00 Word Processing (Microsoft Office Word 2007)**

2.01 Creating and Editing a Word Document \_\_\_\_\_\_ \_\_\_\_\_

2.02 Creating a Research Paper \_\_\_\_\_\_ \_\_\_\_\_

2.03 Creating a Cover Letter and Resume \_\_\_\_\_\_ \_\_\_\_\_

2.04 Creating a Document with a Title Page, Table, Chart, \_\_\_\_\_\_ \_\_\_\_\_

and Watermark

2.05 Generating Form Letters, Mailing Labels, and Directories \_\_\_\_\_\_ \_\_\_\_\_

2.06 Creating a Professional Newsletter \_\_\_\_\_\_ \_\_\_\_\_

**3.00 Spreadsheets (Microsoft Office Excel 2007)**

3.01 Creating a Worksheet and an Embedded Chart \_\_\_\_\_\_ \_\_\_\_\_

3.02 Formulas, Functions, Formatting, and Web Queries \_\_\_\_\_\_ \_\_\_\_\_

3.03 What-If-Analysis, Charting, and Working with Large \_\_\_\_\_\_ \_\_\_\_\_

Spreadsheets

3.04 Financial Functions, Data tables, and Amortization Schedules \_\_\_\_\_\_ \_\_\_\_\_

3.05 Creating, Sorting, and Querying a Table \_\_\_\_\_\_ \_\_\_\_\_

3.06 Creating templates and Working with Multiple Worksheets \_\_\_\_\_\_ \_\_\_\_\_

**4.00 Customer Service**

4.01 Through the Customer’s Eyes \_\_\_\_\_\_ \_\_\_\_\_

4.02 The World of Customer Service \_\_\_\_\_\_ \_\_\_\_\_

4.03 Call Center Success \_\_\_\_\_\_ \_\_\_\_\_

**5.00 Retail Sales Equipment**

5.01 Bar Code Readers \_\_\_\_\_\_ \_\_\_\_\_

5.02 Cash Registers \_\_\_\_\_\_ \_\_\_\_\_

5.03 Magnetic Card Readers \_\_\_\_\_\_ \_\_\_\_\_

5.04 Point-Of-Sale Terminals \_\_\_\_\_\_ \_\_\_\_\_

**6.00 Salesmanship**

6.01 What Are You Really Selling? \_\_\_\_\_\_ \_\_\_\_\_

6.02 The Likability Factor \_\_\_\_\_\_ \_\_\_\_\_

6.03 Dealing with Different Customer Personalities \_\_\_\_\_\_ \_\_\_\_\_

6.04 The G.R.E.A.T. System of Selling \_\_\_\_\_\_ \_\_\_\_\_

6.05 Greeting \_\_\_\_\_\_ \_\_\_\_\_

6.06 Researching \_\_\_\_\_\_ \_\_\_\_\_

6.07 Experimenting and Closing \_\_\_\_\_\_ \_\_\_\_\_

6.08 Add-Ons \_\_\_\_\_\_ \_\_\_\_\_

6.09 Tethering \_\_\_\_\_\_ \_\_\_\_\_

6.10 Do’s and Don’ts of G.R.E.A.T. Retail Selling \_\_\_\_\_\_ \_\_\_\_\_

**7.00 Job Seeking Skills** \_\_\_\_\_\_ \_\_\_\_\_

**Grade Point Average: \_\_\_\_\_\_**

**Top Keyboarding Speed: \_\_\_\_\_\_**

* **Student Internship Program (S.I.P.)**

**Satisfactory Unsatisfactory**