



Route Sales & Class B CDL

Program Description:

This course is designed to prepare individuals on understanding the tasks, knowledge, skills, abilities and job activities necessary to be an effective route sales representative. Emphasis will be placed on the development of customer service skills and sales techniques necessary to maintaining strong customer relationships that are integral to increasing sales, solving customer service problems and retaining business.



Training for Class B Commercial Driver's License (CDL) is offered in conjunction with the classroom training. CDL B training classes will be held on most Saturdays, however, the class will meet on additional days during the week to satisfy required driving hours. Students are required to have a CDL Permit from the NC DMV by the 3rd week of class. Costs for obtaining a permit are outlined below. Please visit the [DMV website](#) for additional information.

Textbooks required:

Professional Truck Driver Defense Driving Course Manual (\$5), Straight Truck Driver Handbook/Workbook (available to borrow, otherwise \$45), Federal Motor Carrier Safety Regulations Pocket Book (\$4.25)

Fall 2010 Schedule					
Course ID	Course Title	Dates	Day(s)	Time	Location
MKT 3438	Route Sales & Customer Service	9/9 – 10/28	Th	6:00p – 9:00p	BIG Center
TRA 3605	Commercial Drivers License (CDL) Class B	9/11 – 10/30	S (varies)	9:00a – 4:00p	BIG Center & Over-the-Road
HRD 3001	Employability Skills*	Ongoing	F	9:00a – 12:00p	BIG Center
HRD 3002	KeyTrain Lab for Career Readiness Certificate (CRC)*	Ongoing	As Needed	Computer Lab Hrs as needed	"C" Building

*Online classes also available.

Program Costs			
Course	Tuition Cost**	Books	Student Supplies
MKT 3419	\$68	---	---
TRA 3605	\$123	\$9.25	Physical \$100 DMV Permit Test \$30 DMV Permit \$15
HRD 3001	\$0 if qualified	--	--
HRD 3002	\$0 if qualified	--	CRC Exam \$30
TOTAL	\$191	\$9.25	\$175

**See JobsNOW website for information on Tuition Assistance

TO REGISTER FOR THIS PROGRAM: Visit the BIG Center (805 N. 3rd Street)

Tuition is due at the time of registration. Cash, check and credit cards accepted.

For all other questions, contact Anna Bruton at abruton@cfcc.edu or 362-7185.