

CVS Retail Training



workforce & technology center

Shaping Careers and Futures in Maryland

A 10-week course that prepares Job Seekers with Disabilities for work in the retail industry.

DORS is partnering with CVS Health® and local community colleges to offer retail training with hands-on experience in local CVS stores.



TRAINING INCLUDES

- Classroom study
- Customer service training
- Practice in a mock CVS store at the DORS WTC location
- Paid externship at a CVS store

Participants will learn and sharpen skills such as:

- Inventory tracking and stock rotation
- Phone and intercom etiquette
- Customer service
- Cash register use
- Non-verbal communication
- And much more

Contact your DORS Counselor or local DORS office for more information.

dors.maryland.gov

PROGRAM REQUIREMENTS

ABILITY TO:

- Follow simple written/oral instructions.
- Lift 25 to 50 pounds
- Bend, stoop, stand for long periods of time
- Do basic math skills and use a calculator

BE:

- Be at least 16 years of age
- On track for high school diploma or GED®

HAVE:

- 6th-grade reading level
- COVID-19 vaccination



DIVISION OF REHABILITATION SERVICES



Notice of Non-Discrimination

The Maryland State Department of Education Division of Rehabilitation Services (DORS) does not discriminate based on age, ancestry, color, creed, gender identity or expression, genetic information, marital status, mental or physical disability, national origin, race, religious affiliation, belief or opinion, sex, or sexual orientation in matters affecting employment or in providing access to its programs and activities.

The Vocational Rehabilitation program receives 78.7% of its funding through a grant from the U.S. Department of Education. For the Federal fiscal year 2023, the total amount of grant funds awarded was \$52,041,475.

The remaining 21.3% of the costs (\$14,084,922) were funded by State appropriations.

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