

Customer Service Information Sheet

1. **Program Name: Marketing Education**
2. **Program Information: Marketing Education is a two year program designed for students with an interest in marketing related careers. In addition to their academic studies, students spend 150 minutes per day operating our school store, The HOT Spot. Students rotate job stations throughout the store enabling them to experience a variety of store related positions. At any given time, students can be observed slicing lunch meat, stocking the store, ordering merchandise, updating the inventory on the computerized register system, computing payroll, creating window displays or maintaining our bakery/café. The HOT Spot is the only school store of its kind in Ohio! It includes a small deli, café area, gift section, fresh baked cookies select grocery items, TCTC apparel, as well as school supplies and snacks. Junior students operate the store while gaining valuable, real world, hands on experience. Senior students are co-op. This allows the students to gain additional experience while placed in local employment positions.**
3. **When and how does your program offer customer service: Our store is open daily from 9:00 a.m. until 11:45. Deli orders need to be placed before 10:00 a.m. For more information you can call the school, (330) 847-0503 ext. 1027 and speak to Mrs. Plakosh.**
4. **Customer Service Fees: Prices vary according to product. Most of our retail prices are comparable or less than area retail stores.**
5. **What happens to the customer service fees: All profits from any retail sales, (with the exception of our annual fruit basket sale) are deposited into the general account at TCTC.**