



**Sales and Service** is a program of study within the **Transportation, Distribution, and Logistics Career Cluster**. A Career Cluster is a grouping of occupations and broad industries based on commonalities. There are 16 Career Clusters.

Career clusters link what students learn in school with the knowledge and skills they need for success in college and careers. The Transportation, Distribution, and Logistics Career Cluster exposes students to careers and businesses involved in the planning, management, and movement of people, materials, and products by road, air, rail and water.

There are seven programs of study in this cluster:

- Facility and Mobile Equipment Maintenance
- Health, Safety, and Environmental Management
- Logistics Planning and Management Services
- Sales and Service
- Transportation Operations
- Transportation Systems/Infrastructure Planning, Management, and Regulation
- Warehousing and Distribution Center Operations

### Employment Outlook

An example of employment in this program of study is **Sales or Service Managers**. The job outlook for sales or service managers is good. The number of jobs for sales or service managers is expected to grow faster than average through the year 2014, spurred by intense domestic and global competition in products and services offered to consumers. (Career Information System, 2007). The salary range for sales or service managers is \$42,600 to \$145,600 (O\*NET Online, 2007).

### Using this brochure

Inside you will find a suggested **program of study** that has lots of helpful information. The model is an example of the types of courses and extended learning experiences that are important for the **Sales and Service Program of Study**. Use this model to plan your course schedule, educational experiences, and career choices.

At the top of the model, you will find **career goals** with the corresponding **O\*NET code**. The O\*NET code is an official classification of jobs and can be used to locate career-related information. Your teacher, counselor, or media center should be able to help you locate further information.

The upper left side of the model highlights the **core courses and career-related electives** in high school that will help prepare you for your career goal. This model is based upon the Recommended High School Graduation Plan and can easily be adapted for the Distinguished Achievement High School Graduation Plan.

The upper right side of the model highlights examples of **extended learning experiences** that can enhance your knowledge and skills for your career goal. You will find examples of curricular activities, such as participation in Career and Technical Student Organizations like SkillsUSA, career learning experiences, service learning activities, and extracurricular activities.

The lower left side of the model indicates **industry licensures/certifications** and **on-the-job training experiences** that may be available while still in high school. This section also highlights the various levels of **postsecondary education** and examples of **career options** available to you once you have completed that level of education and training.

The lower right side of the model contains examples of **professional associations** available for sales and service professionals. Many organizations allow preprofessional membership while enrolled in a postsecondary program. Most organizations have websites which can be easily located by entering the organization name in available search engines.



## Thinking about a career in Transportation Sales?

This program of study may be for you! Sales or Service Managers develop pricing strategies, balance firm objectives and manage customer satisfaction. They identify, develop, and evaluate sales strategies (Career Information System, 2007). Look inside to see the suggested coursework and learning opportunities that will prepare you for an exciting and rewarding career.