
CUSTOMER SERVICE TRAINING

DATES: call for upcoming training dates

TIMES: 3 two hours sessions

WHERE: online through Zoom

(Zoom presentation can be viewed at WCLC offices)

LEARN:

- Introduction to Customer Service
- Dealing with difficult customers
- Helping customers with barriers
- Different Point of Sale (POS) systems and payment options
- How to care for yourself after a tough day
- To address COVID related concerns and compliance
- How to deal with stress in a busy work environment

REGISTER FOR THIS FREE PROGRAM:

Call us at 519 848 3462

Or

Email to: literacy@thewclc.ca

****must be between 16yrs to 64yrs****



**EMPLOYMENT
ONTARIO**