



Customer Service



Become a Customer Service Specialist!

Customer Service is a diverse and dynamic industry full of interesting and lucrative employment paths including retail, government services, small business reception and many others.

After a year or more of employment, retail staff are often promoted to management. Retail Managers ensure sales promotions are run accurately and to the company's standards. They make sure that staff are all working towards the target for the day and that excellent customer care standards are met at all times.

You will gain a solid education in:

Regular

- Microsoft Word (40 hours)
- Microsoft Excel (40 hours)
- Customer Service Skills (60 hours)
- Business Communication (60 hours)
- Call Centre (10 hours)
- Inventory Control (10 hours)
- Business Math (20 hours)
- Cash Register Training (20 hours)
- Career Management (30 hours)
- Health and Safety / Nature of the Workplace (10 hours)
- Job Placement (80 hours)

Express

- Microsoft Windows and Internet (20 hours)
- Foundational Skills: Microsoft Word (30 hours)
- Customer Service Skills (60 hours)
- Inventory Control (10 hours)
- Business Math (20 hours)
- Cash Register Training (10 hours)
- Workplace Readiness (30 hours)
- Career Management (10 hours)
- Health and Safety / Nature of the Workplace (10 hours)

Program Duration

Regular - 20 weeks at 4 hours per day (4 Week Co-op included)

Express - First 4 weeks at 4 hours per day, then 4 weeks at 6 hours per day (Co-op not included)

Employment Opportunities

Graduates of this comprehensive program may explore any number of career options, including retail, call centre, sales, government services, and other businesses in the service industry.

Career Options:

- Sales Associate
- Retail Associate



- Retail Manager
- Salesperson
- Cashier
- Ticket Taker
- Customer Service Representative
- Receptionist
- Call Centre Associate
- Other Elemental Service Occupations

Prerequisites

- Ontario Secondary School Diploma, General Education Diploma or Mature Student Status
- Successful interview with the Registrar

Create your financial security by learning these valuable skills that are needed in every community! Financial Aid, including monthly payment plans are available.

Get Job Ready in as Little as 8 Weeks.

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