

FREE VIRTUAL CUSTOMER SERVICE TRAINING FOR PEEL RESIDENTS

In Collaboration with
The Learning Place



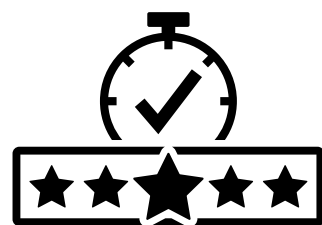
FOUR DAY WORKSHOP

September 26 - September 29, 2022 | 10 a.m. - 1 p.m.



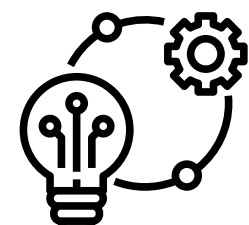
Communication Skills

- Skills and attitude
- Building rapport
- Traits of high performing service providers



Customer Satisfaction

- Measuring customer satisfaction
- Dealing with complaints
- Gaining loyal customers



Techniques and Tools

- 7 diffusing techniques
- Empowering your customers
- The power of referrals

Registration closes Friday, September 23 at 12 p.m.

A registration form with SIN is needed for participation. Certificate Upon Completion.

Register by phone or email:
(905) 595-0722 Ext. 4000
becnic@achev.ca

