

# Customer Service and Retail Training

Is a **FREE**, three-week training program that helps York Region residents find work in the Retail Customer Service Sector

## Orientation Session

### Date and Orientation Location:

Thursday March 16, 2017 at 9:30am  
Next-Steps Employment Centre (Vaughan)  
4585 Highway 7, Unit 7  
Vaughan, ON

### 3 Week Program:

March 20, 2017 – April 7, 2017  
Monday to Friday, 9:30am – 3:00pm daily

### Training Includes:

- Customer Service Skills, Cashier Training, Product Knowledge
- Dealing with Difficult and Irate Customers, Conflict Resolution Skills
- York Safe Food Handler, WHMIS, Work Safety, Workplace First Aid/CPR
- Job search techniques including Resume and Interview Preparation
- Building confidence, Job Retention and supports
- **Following the successful completion of the training, a professional Job Developer will assist you with your job search.**

### Program Location:

Next-Steps Employment Centre (Vaughan)  
4585 Highway 7, Unit 7, Vaughan, ON

### To register please:

Call 1-800-350-4621 ext. 6503, or Fax: 905-895-7032,  
Or E-mail: [jrobinson@marchofdimes.ca](mailto:jrobinson@marchofdimes.ca)

Presented by:



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