



EMPLOYABILITY
TRAINING
CENTER

CUSTOMER SERVICE FUNDAMENTALS TRAINING

ABOUT THE COURSE

Customer service skills are highly valued by employers, and continue to be among the top skills required in most workplaces. Customer service skills are essential for every business. These skills help you create positive interactions, develop stronger relationships with clients and colleagues and help you advance in your career.

YOU'LL LEARN:

- Communication skills which focus on clear, concise communication in a multi-cultural scenario
- Techniques to handle angry customers
- Effective business communication
- Stress & anger management techniques
- Understanding impact of social media on customer service

12 HOURS | \$240

*Fee is inclusive of all taxes



KNOW MORE



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