



EMPLOYABILITY
TRAINING
CENTER



SUPERHOST FOUNDATIONS OF SERVICE QUALITY TRAINING

ABOUT THE COURSE

This course is a comprehensive, practical introduction to the principles of providing a quality service experience. Customer service skills are highly valued by employers, and are among the top skills required in most workplaces. This training is interactive and practice scenarios that allow you to gain ideas and skills that can be applied to your job right away.

YOU'LL LEARN:

- Basic customer service, communication and teamwork skills
- Importance of front-line employees in service sector businesses
- Expectations from the point of view of customers, employers and co-workers
- Communication etiquette and best practices
- Service recovery techniques

6 HOURS | \$120

*Fee is inclusive of all taxes



KNOW MORE



604-596-7722 Ext. 316



ETC@pics.bc.ca



www.pics-etc.ca



Unit 201, 12725, 80th Avenue, Surrey, BC, V3W 3A6