

CUSTOMER SERVICE & RETAIL SALES PREPARATION

Head Office:
P.O. Box 858, 51 King Street East
Brockville, Ontario – K6V 5W1
(613) 342-2312 Fax (613) 342-2875



- Program Description:** This practical, skills-based program equips individuals with the essential skills required to succeed in a customer service environment. Emphasis is placed on both hard and soft skills to offer the best advantage in the competitive labour market.
- Program Objectives:** By the end of the program students will be able to:
- Model a customer friendly attitude and demonstrate effective customer service skills
 - Identify verbal and nonverbal cues to assist in customer service resolutions
 - Use tools and techniques to calm upset customers
 - Demonstrate professional telephone customer service skills
 - Process sales transactions manually, with a cash register and with Point of Sale software
 - Demonstrate an understanding of decimals, percentage, mark-up, and applicable taxes
 - Balance floats and end-of-day sales
 - Use word processors, spreadsheets and databases at an introductory level
 - Access information via the Internet and provide customer service via email
- Program Delivery:** This course is delivered through one-to-one instruction with a series of role-plays, video assignments, practical applications and written assignments.
- Evaluation:** Individuals will be evaluated on participation, attitude, attendance, and outcomes of assignments and tests.
- Duration:** Commonly a 16-week program; however content and duration can be modified to suit the needs of individual students. Program schedule consists of 4-hour sessions, 5 days per week.
- Start Date:** Continuous intake throughout the calendar year.
- Registration:** To register or inquire about program fees, please call:
Brockville 613-342-2312
- Value-Added Programs:**
1. To increase an individual's success in preparing for a real-world environment CSE Consulting offers an **8-week Work Experience** program. This program offers the opportunity to demonstrate newly learned skills, expand the employment network and acquire on-the-job experience. Individuals must have a min. 90% attendance record to participate.
 2. To assist individuals with searching for and securing employment CSE offers a **Creative Job Search Techniques** program. It consists of 12 Sessions over the course of 4 weeks and includes resume and cover letter development, skill identification, interview tips and techniques for career changers, active job searching and effective follow-up.
- Other CSE Programs:**
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|---------------------------|--------------------------------------|---|
| <i>Office Assistant</i> | <i>Inventory/Parts Counter Clerk</i> | <i>Accounting Clerk</i> |
| <i>Computer Upgrading</i> | <i>Academic Upgrading</i> | <i>GED & High School Diploma Assistance</i> |

Specializing in Individualized Adult Instruction - CSE Consulting