



Call Centre Training

SKILLS TRAINING CENTRE 2019

Start a career in a call centre by learning how to successfully interact with customers. Develop your listening skills and learn how to handle client inquiries.

COURSE INFORMATION

2-day course fee: \$300

Time: 9:30 am – 3:30 pm

See our Course Schedule at dcrs.ca/STC for upcoming start dates and locations

REGISTER TODAY

Email your full name, phone number and email address to skillstraining@dcrs.ca

OUTCOMES

- ✓ Understand the basic interaction, responsibilities and expectations of a customer service representative in a call centre environment
- ✓ Understand metrics such as average handle time, schedule adherence and reliability
- ✓ Learn the difference between quantity versus quality of calls
- ✓ Get hands-on training through role-playing, group activities and educational videos

Learn more about all our Skills Training Centre courses

Contact us at **604-547-2010**, email skillstraining@dcrs.ca and visit our website at dcrs.ca/STC