



SKILLS TRAINING CENTRE

Call Centre Basics

Getting you ready for the workforce!

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

# Days of training	2 days
Course times	9:30 am – 3:30 pm
Fee	\$300*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
Location	DIVERSEcity Community Campus 13455 76 Avenue, Surrey, BC

*Subsidies may be available through WorkBC.

Course Outcomes

- Learn 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.



Our Course Schedule and overviews of all our courses are available at dcrs.ca/STC.

REGISTER

- 📞 604-547-2010
- ✉️ skillstraining@dcrs.ca
- ➔ dcrs.ca/STC

When registering by email, please include your full name, email address and phone number.