



SKILLS TRAINING CENTRE

Customer Service and Cashier Basics

Getting you ready for the workforce!

Get comprehensive training in a variety of **customer service** roles. This three-day course features interactive learning including role-playing and group activities.

Course Information	
# Days of training	3 days
Course times	9:30 am – 3:30 pm
Fee	\$350*
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 detailed information on the responsibilities of a customer service representative in both the retail industry and call centre environment.
- Develop skills in engaging with customers and handling their inquiries effectively.
- Get basic knowledge of cash handling procedures and related technologies.
- Understand metrics such as average handle time, schedule adherence and reliability.
- Get hands-on practice using the latest cash registers.



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.