



DIVERSEcity

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	
Training time	2 days / 12 hours
Fee	\$300*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
Delivery options	(ON HOLD) Classes at 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



Find our Course Schedule and descriptions of all our courses at dcrs.ca/STC.

REGISTER

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