



DIVERSECITY

SKILLS TRAINING CENTRE



Customer Service Basics

Getting you ready for the workforce!

Gain comprehensive knowledge of the duties and responsibilities of a customer service representative and/or cashier in the retail industry.

Course Information	
Training time	3 days / 9 hours
Fee	\$250*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
Delivery options	<ol style="list-style-type: none"> 1. Online training via Zoom 2. Off-site training at WorkBC and other locations 3. (ON HOLD) Classes at 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
- Understand metrics such as average handle time, schedule adherence and reliability

Note: In-person cashier training will be at a later date for a fee.

REGISTER

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



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

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