

WorkReady

# Customer Service Training Program

## FREE 6-WEEK PART-TIME PROGRAM

This highly interactive Customer Service Training program will help you thrive in an extremely people-oriented field. This program will also help you develop digital and professional skills required to succeed in this growing industry.

## What You'll Learn

- Understand customer service fundamentals
- Navigate through a Customer Relationship Management (CRM) system
- Process orders and payments on a POS system
- Build proficiency in Microsoft Word & Excel
- Develop effective communication & interpersonal skills
- Earn AODA Workplace Wellbeing certification

## PROGRAM ELIGIBILITY

- Valid Social Insurance Number (SIN)
- Attained a CLBA 6
- 19 year of age or older
- Successfully complete an intake assessment

## LOCATIONS

151 Superior Blvd,  
Unit 19-23, Mississauga,  
ON L5T 2L1

3 Conestoga Drive,  
Suite 100, Brampton,  
ON L6Z 4N5



## CONTACT

Call: 905-507-0111, ext 2  
Email: [info@palc.ca](mailto:info@palc.ca)  
Online: [www.palc.ca](http://www.palc.ca)

**New Session Coming Soon! Call for more information**