



# TLG

## Customer Service Excellence

New Classes Starting Soon!



**EMPLOYMENT ONTARIO**

Ontario's employment and training network.

## Customer Service Excellence & Point of Sale Training

Are you looking for a job in customer service? Do you want more confidence handling money or a cash register? Do you want to develop your people skills?

### Our POS training

- Earns you a certificate from Bullfrog Tech™
- Focuses on cash, credit and debit transactions
- Builds your confidence!

### Learn

- ✓ The 10 golden rules of customer service excellence
- ✓ The value of attitude and skills
- ✓ Open body language
- ✓ Problem solving
- ✓ Clear communication
- ✓ Selling strategies
- ✓ Much more!



For Kitchener and Cambridge Classes

Contact Laurie

[laurie@theliteracygroup.com](mailto:laurie@theliteracygroup.com)

- ✓ Kitchener and Cambridge classes
- ✓ 2 hours per week for 6 weeks
- ✓ Call us for start dates and to register

519-743-6090