

Customer Service



Become a Customer Service Specialist!

Program type: Diploma

This program includes a four-week co-op placement.

Customer Service is a diverse and dynamic industry full of interesting and lucrative employment paths including retail, government services, small business reception and many others.

After a year or more of employment, retail staff are often promoted to management. Retail Managers ensure sales promotions are run accurately and to the company's standards. They make sure that staff are all working towards the target for the day and that excellent customer care standards are met at all times.

You will gain a solid education in:

- Microsoft Office
- Customer service skills
- Inventory control
- Point-of-sale training
- Call centre training
- Business math
- Business communications

Employment Opportunities

Graduates of this comprehensive program may explore any number of career options, including retail, call centre, sales, government services, and other businesses in the service industry.

Career Options: Sales Associate, Retail Associate, Retail Manager, Salesperson, Cashier, Ticket Taker, Customer Service Representative, Receptionist, Other Elemental Service Occupations.

Prerequisites

- Ontario Secondary School Diploma, General Education Diploma or Mature Student Status
- Successful interview with the Registrar

Create your financial security by learning these valuable skills that are needed in every community! Financial Aid, including monthly payment plans are available.



Get Job Ready in 20 Weeks.

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