



# Customer Service for the Cannabis Industry



Progressive Training  
College of Business  
and Health

## Become a Customer Service Specialist in the Cannabis Industry!

With the advent of the legalization of Cannabis in Canada, the job market has exploded with opportunities for customer service professionals who have expert knowledge in this fast-growing industry. In this program, students will not only gain solid customer service skills, but will specifically explore the exciting, fast-growing and new legal Cannabis market.

This program will enable you to learn about what the legal market looks like in Canada and analyze the predominant demographics. You will gain the knowledge that employers are currently looking for, including being able to differentiate between recreational versus medical Cannabis consumers, what kinds of products these consumers may be interested in, and how and where they'd like to purchase these products.

### You will gain a solid education in:

- Microsoft Word - Level 2 (40 hours)
- Microsoft Excel - Level 2 (40 hours)
- Business Math (20 hours)
- Customer Service Skills - (60 hours)
- Inventory Control (10 hours)
- Point-of-Sale (20 hours)
- Call Centre (25 hours)
- Introduction to the Legal Cannabis Industry (16 hours)
- Introduction to the Cannabis Act (16 hours)
- Cannabis as a Healthcare Drug (28 hours)
- Business Communication (60 hours)
- Career Management & Nature of the Workplace (30 hours)

### Program Duration

- 18 weeks at 4 hours per day
- 360 hours

### 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 Cannabis industry. Graduates will also be qualified to work in any customer service role outside of the Cannabis industry.

### Career Options:

- Cannabis Sales Associate



- Cannabis Retail Associate
- Cannabis Retail Manager
- Cannabis Customer Service Representative
- Receptionist at a Cannabis product manufacturer or distributor
- Call Centre Associate and more

### 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 18 Weeks.

1-888-711-3271  
info@ptcollege.com  
PTCOLLEGE.COM

# Customer Service for the Cannabis Industry

## Fees



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| Tuition Cost | Books  | Student Service Fee | Other Fees |
|--------------|--------|---------------------|------------|
| 8850         | 735.00 | 125                 | N/A        |
|              |        | <b>TOTAL</b>        | 9710.00    |



**Contact us now to learn more!**

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