

RETAIL & CUSTOMER SERVICE TRAINING

8-week Retail & Customer Service Training Program

The OCSB in partnership with The City of Ottawa
is offering a training opportunity to
those interested in working
in retail and customer service sector.

September 9 – November 1, 2019

Monday – Friday

9:00 am – 12:00 pm



Course Content

- Customer Service skills training
- Resumes and Interview Skills
- One week unpaid work placement

Certificates

- First Aid & WHMIS
- Service Excellence
- Health & Safety

Applicants Must

- be an Ontario resident, 19 years or older
- have intermediate fluency in English (CLB 6 recommended)
- be unemployed / underemployed
- pay a \$25 materials fee

Where is the course offered?

St. Nicholas Adult High School
893 Admiral Ave., Second Floor
Room 220

Information Sessions

September 4th, 5th, or 6th
9:30 am – 11:00 am

To reserve your spot please call 613-224-6281

after August 26th as office is closed for the summer

For more information call
the Literacy & Basic Skills program **613-224-6281**

or email **lbs@ocsb.ca**



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