



**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 4<sup>th</sup>, 5<sup>th</sup>, or 6<sup>th</sup>**  
9:30 am – 11:00 am

To reserve your spot please call 613-224-6281

\*after August 26<sup>th</sup> as office is closed for the summer\*



**OTTAWA  
CATHOLIC  
SCHOOL BOARD**

[ocsb.ca](http://ocsb.ca)

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

or email [lbs@ocsb.ca](mailto:lbs@ocsb.ca)