



# CUSTOMER SERVICE AND CALL CENTRE REPRESENTATIVE CERTIFICATE PROGRAM

**Course Start Dates:**

February, 2010

April, 2010

June, 2010

**Course Duration:**

7 Class Days

9:00AM - 5:00PM

**Course Practicum:**

3 Half Days in a Call  
Centre

(Total: 12 Hours)

**Job Placement**

**Assistance Duration  
Following Successful  
Completion of the  
Training:**

24 Weeks

**Location:**

University Settlement  
Employment and  
Training Centre

720 Spadina Ave,  
Suite 310  
Toronto, ON  
M5S 2T9

- ✓ The program prepares participants for employment in the growing call centre and customer service industry
- ✓ Call centre representatives will deal either with inbound customer queries, or make outbound calls for diverse purposes as sales or market research
- ✓ Call centres provide unlimited opportunities for working more hours and earning a higher income
- ✓ The call centre industry offers excellent opportunity for advancement within the industry to higher-level positions such as Verifiers and Team Leaders

**COURSE SPECIFICS:**

- An industry overview
- Inbound and outbound customer service & communication training
- Psychology of talking to people on the phone
- Sales and techniques
- Web-based interactive tools
- Basic computer skills
- Practicum in a busy call centre

**QUALIFICATIONS/ ELIGIBILITY**

- All candidates must pass a reading and diction test.
- All candidates *will be screened* before acceptance into the program for quality of speech, computer knowledge and suitability of personality.
- Those with ambition and a desire to succeed are most likely to succeed.

**Interested applicants please contact:**

Tarik Bacchus (ext 223)/ Email: [tarik.bacchus@usrc.ca](mailto:tarik.bacchus@usrc.ca)

**[www.usrc.ca](http://www.usrc.ca)**

