



CUSTOMER SERVICE AND CALL CENTRE REPRESENTATIVE CERTIFICATE PROGRAM

Course Start Dates:

July, 2010

August, 2010

September, 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:

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www.usrc.ca

