

FREE VIRTUAL CUSTOMER SERVICE WORKSHOP FOR PEEL RESIDENTS

In Collaboration with
The Learning Place



FOUR-DAY WORKSHOP

June 9 - 12, 2025 | 9:00 a.m. - 12:00 p.m.

**Do you want to enhance your skills and deepen your
understanding of exceptional customer service?**

Join this workshop to learn about:

- Customers' Needs
- Business vs. Emotional Needs
- Understanding Customer Loyalty
- Measuring Customer Satisfaction
- Methods of Collecting Customer Feedback
- Sharpening Your Rapport
- Characteristics of High Performing Service Providers



Must be Permanent Resident or Convention Refugee

A registration form with SIN is needed for participation. Certificate Upon Completion.

**For information and space
availability, please email:
becnic@achev.ca**

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