

In Collaboration with The Learning Place



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

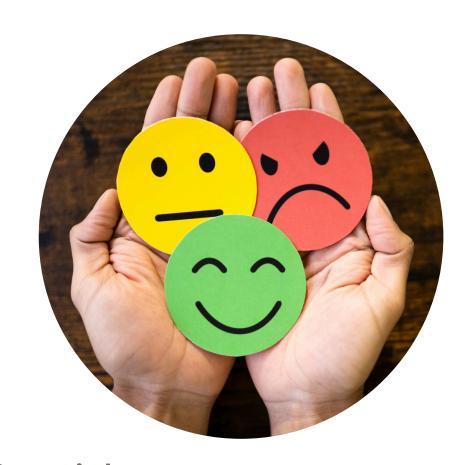
Do you want to enhance your skills and deepen your understanding of exceptional customer service?

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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