

# SEMINAR: CUSTOMER C.A.R.E. PROGRAM

Frontline Support Training

### **ABOUT US**

TOTAL Safety Management is one of Ontario's leading Health and Safety training organizations.

The half-day Customer Awareness and Response Education (C.A.R.E) Seminar is designed for frontline personnel and provides Employees with firsthand knowledge and skills to deal with a variety of difficult situations.

# WHY CHOOSE US?

- QUALIFIED
- ACCREDITED
- EXPERIENCED

Train With the Best!

### **TOPICS COVERED:**

1/2 DAY

- Customer Service Strategies
- Customer Communications
- De-escalation Techniques
- Dealing with Intoxicated Persons
- Robbery Prevention & Awareness
- Subject Descriptions
- Note Taking & Documentation TIPS

## **MORE INFORMATION:**



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**REGISTER TODAY**