

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

1/2 DAY

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:

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

## MORE INFORMATION :



519-428-9494



[totalsafetymanagement.ca](http://totalsafetymanagement.ca)



[info@totalsafetymanagement.ca](mailto:info@totalsafetymanagement.ca)



**REGISTER TODAY**