



Your Safety Is Our Business

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**
-  **info@totalsafetymanagement.ca**



REGISTER TODAY