

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



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REGISTER TODAY