



Intro to **CUSTOMER SERVICE**

conted.ocsb.ca

Continuing & Community Education



Ontario  Canada 

Live Virtual Workshop

through the

Literacy & Basic Skills Program

What to expect?

- Workplace expectations and communications
- Customer Service: for changing times
- Best practices for working remotely
- Computer Skills
- AODA certificate
- WHMIS certificate
- Worker Health & Safety Awareness certificate

Who is this course for?

This course is for you if:

- you are an Ontario resident at least 19 years of age
- you are unemployed/underemployed
- you have completed CLB level 5 English proficiency

When does the course run?

May 18- June 19, 2020

Monday, Wednesday, Friday 9:30-11:00am live online

3 hours per week of additional assignments

Course requirements

*Use of a tablet or computer

*Reliable internet service

To register please email

lbs@ocsb.ca



**OTTAWA
CATHOLIC
SCHOOL BOARD**

For more information email lbs@ocsb.ca