

CUSTOMER SERVICE VIRTUAL TRAINING



In Collaboration with



Monday - Thursday

February 23 - 26, 2026 | 9:00 a.m. - 12:00 p.m.

Customer service training is essential because it helps businesses retain and satisfy what keeps the business running – the customers. This training will go over building confidence and the skills you need to develop as a problem-solver, while establishing customer loyalty.

Topics included:

- Increased Communication Skills
- Building Rapport
- Traits of High-Performing Service Providers
- Dealing with Complaints
- 7 Diffusing Techniques
- Measuring Customer Satisfaction
- The Power of Referrals
- And much more!

Registration closes Thursday, February 19 at 12 p.m.

This training is only open to eligible Permanent Residents and Convention Refugees. A registration form with SIN is needed for participation. Certificate Upon Completion.

Register by email:

nicoakville@achev.ca

[Register Online](#)

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