

ESL/Customer Service Program



Skills for Change
Diversity at Work™

English as a Second Language (ESL) training plays a vital role in your successful integration in Canada. This ESL course is offered in partnership with the Toronto Catholic District School Board.

The ESL/Customer Service Program will help you improve your English language and communication skills while developing an awareness of generic customer service principles.

In addition, you'll practice the customer service skills necessary for any work environment.

In this program, students examine various types of customers, as well as their expectations, and develop a service management strategy to ensure service quality.

Pre-requisites

CLB 6-7, Landed Immigrants, Convention Refugees, Refugee Claimants and Canadian Citizens

Certificate offered

Participants receive a certificate of completion.

Registration

Appointment for assessment is required.

- Call 416.658.7090, Monday to Friday, 1 pm to 3 pm, or
- Call 416.658.3101 ext. 0, Monday to Thursday, 7 pm to 9 pm, or
- Call 416.658.3101 ext. 0, Saturday, 10 am - 12 noon

To register students must:

- Present 2 pieces of identification showing status in Canada (one must have a picture)
- Be 18 or over
- Provide original documents (no photocopies)



Start Date	Days							Time	Hours	Weeks	Fee*
	S	M	T	W	T	F	S				
Sept. 6		✓	✓	✓	✓	✓		9:00a - 2:30p	275	11	\$55

* Includes an SfC facility fee, which is non-refundable, non-transferable.

Skills for Change

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