



TLG Customer Service Excellence

Kitchener
Classes
Starting Now!

Customer Service Excellence & Point of Sale Training

Are you looking for a job in customer service? Do you want more confidence handling money or a cash register? Do you want to develop your people skills?

Our POS training

- Earns you a certificate from Bullfrog Tech™
- Focuses on cash, credit and debit transactions
- Builds your confidence!

Learn

- ✓ The 10 golden rules of customer service excellence
- ✓ The value of attitude and skills
- ✓ Open body language
- ✓ Problem solving
- ✓ Clear communication
- ✓ Selling strategies
- ✓ Much more!



- ✓ Kitchener classes starting in June
- ✓ 2 hours per week for 6 weeks
- ✓ Cambridge Classes –coming soon!

For Kitchener classes
Contact Sue

suedamon@theliteracygroup.com

For Cambridge classes
Contact Lisa or Julie

lisa@theliteracygroup.com

julie@theliteracygroup.com

519-743-6090