



University Settlement  
Founded in 1910

# University Settlement Customer Service & Call Centre Representative Certificate Program

University Settlement Employment & Training Centre  
720 Spadina Ave, Suite 310, Toronto, ON M5S 2T9

[www.universitysettlement.ca](http://www.universitysettlement.ca)

## **Start Dates:**

April 10<sup>th</sup>, 2012      May 7<sup>th</sup>, 2012



## ***Want to work in a Call Centre Office Environment?***

A two week intensive program will prepare you for employment in the growing call centre and customer service industries!



## **Program Specifics:**

Industry overview • Inbound and outbound customer service & communication training  
Psychology of talking to people on the phone • Sales techniques  
Web-based interactive tools • Basic computer skills  
Practicum in a busy call centre

## **Eligibility:**

Candidates must be receiving Social Assistance, speak fluent English and have basic Computer Skills

## **Orientation Sessions:**

**Every Tuesday from 2 p.m. – 4 p.m.**

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