

A FREE ONLINE 2-WEEK TRAINING COURSE in **CSR/Sales** or **Office/Clerical** that includes customized web-based workshops with “live” facilitators, online paid certificate training, financial supports as well as virtual job interviews with employers.

WHO IS ELIGIBLE?

1. You are between 17 to 29 years old (Or turning 17 soon)
2. You are NOT a full time student (Part-time is ok)
3. You are unemployed OR in unstable employment (eg. Not making enough money, not enough hours)
4. You are legally entitled to work in Canada
5. You are not participating in another government funded training program
6. Have access to the Internet along with either a Smartphone, Tablet or Computer

FINANCIAL SUPPORTS:

1. Transportation (eg. Gas cards, compass tickets to get you to/from the program and for job searching)
2. Job interview clothing to assist you with finding the perfect outfit that will make a lasting impression!
3. Transportation for when you land the job or go for job interviews
4. Work clothing, footwear and transportation for when you land the job
5. Further paid web-based certificate training (eg. Like First Aid, SuperHost, Bank Teller Training, Call Centre Training, IT Customer Support, Inventory Control, MS-Office, and many others)

2 WEEK ONLINE OFFICE ADMIN & CLERICAL TRAINING:

1. Office Administration
2. Data entry and keyboarding skills
3. Verbal & written communication
4. Organizing (eg. Files, data, schedules, to name a few)
5. Time management
6. Business etiquette and presentation
7. Professional communication
8. Customizing Your Resume & Cover Letter for Office Admin/Clerical Positions
9. Presenting a Professional Image For Office Admin/Clerical Jobs
10. How To Succeed In Job Interviews For Office Admin/Clerical Jobs
11. Practicing for Customer Service/Retail Sales Job Interviews
12. Verbal vs. Non-Verbal Communication
13. Dress To Impress

CERTIFICATE TRAINING:

1. Certificate training in Windows/Computer basics
2. Certificate training in MS-Office (Outlook, Word, Excel, and many others)

2 WEEK ONLINE CUSTOMER SERVICE & RETAIL SALES TRAINING:

1. Building Your CSR/Sales Skills
2. Know Your Customer
3. Strategies to Excellent Service
4. Keeping the Customer Satisfied
5. Positive Communication With Customers
6. Psychology of Selling
7. Strategies to Increase Sales
8. Managing Difficult Situations and Calming Upset Customers
9. Above & Beyond, Personal Strengths & Strategies That Maximize Job Retention and Mobility in Customer Service/Retail Sales
10. Customizing Your Resume & Cover Letter for Customer Service/Retail Sales Positions
11. Presenting a Professional Image For Customer Service/Retail Sales Jobs
12. How To Succeed In Job Interviews for Customer Service/Retail Sales Jobs
13. Practicing for Customer Service/Retail Sales Job Interviews
14. Verbal vs. Non-Verbal Communication
15. Dress To Impress



CERTIFICATE TRAINING:

1. Certificate training in Customer Service Excellence
2. Certificate training in Teamwork & Professional Image

JOB COACHING SUPPORTS:

1. One-to-one Job Coaching For Up To 3 Months After The Program
2. Includes Ongoing Action Planning & Job Search Support
3. Weekly Group “90-Minute Power Coaching Sessions” to share new job leads, keep interview skills and overall job search skills fresh

CASH REWARDS AVAILABLE UPON COMPLETION:

1. \$300 For Successful Completion Of The 3-Week Training Program
2. \$100 When You Secure Employment
3. \$200 When You Maintain Employment For A 3 Month Duration

For more information or to register contact us at:

Tel: 604-591-9262 ext. 117

Email: employment_programs@bgcbc.ca

Website: bgcbc.ca/employment-services/

Funded by:



Funding provided by the Government of Canada through the Canada-British Columbia Workforce Development Agreement.