

**What will I have  
at the end?**

On successful completion you  
will have:

- ✓ Certificates that employers look for
- ✓ Training that lets you apply to jobs  
in tourism, retail and hospitality -  
**"LOADS OF JOBS"**
- ✓ Your own portfolio to show employers  
your accomplishments, certificates  
and awards
- ✓ On-the-job work experience - great for  
your resume and references
- ✓ Paid allowances and wages while you  
are training and working - \$\$\$
- ✓ A support group that is focused on your  
"Express to Success" to getting  
that special job
- ✓ And so much more.....

Sweet!



**Tourism**

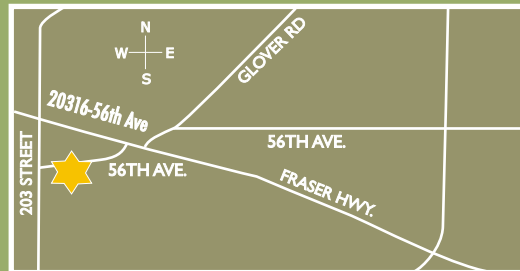
Call today to register  
for an information  
session.

Call today:  
**604-532-3808**

**SEATS ARE  
LIMITED!**



The Government of Canada has  
contributed funding to this initiative



**Community Skills Centre - Langley**  
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[www.missioncsc.org](http://www.missioncsc.org)

offered by:  
**Mission Community Skills Centre**  
SOCIETY

# CUSTOMER SERVICE

**Paid Training  
Paid Work Experience**

Community Skills Centre  
is offering a FREE 12-week  
**Express to Success** program for  
persons committed to growing  
in the tourism, retail or  
hospitality industry.

**Get the customer service  
training and skills to start  
your career today!**

**Many, Many Jobs Available...**

**NO FEE!**

**Express to SUCCE\$\$**

Call today:  
**604-532-3808**

## What can I expect by attending this program?

The program is 12 weeks long.

8 weeks of industry specific instruction which will prepare you for customer service positions in tourism, retail and hospitality.

Additionally, you will have 4 weeks of work experience.

Earn \$\$\$ while you learn. You will be paid for 30 hours per week during your classroom training and up to 37.5 hours per week while you are on work experience. A possible \$3,100 gross earnings in 12 weeks.

## Industry Standard Certifications include:

- ☑ First Aid Level 1
- ☑ Super Host (Fundamentals, Across Cultures, Customers with Disabilities)
- ☑ WorkSafe Back Talk
- ☑ Serving It Right
- ☑ Food Safe
- ☑ WHMIS



**COOL!**

## What is the cost?

**No cost to you!**

**Wow!**

This initiative is funded through the Youth Skills Link program of the Government of Canada.

Training & work experiences are paid at \$8.00 per hour



**Retail**

## That's a lot of benefits! Am I eligible?

### Under Youth Skills Link, you'll need to be:

- ☑ Between 15 - 30 years of age
- ☑ Needing assistance to get work
- ☑ Entitled to work
- ☑ Out of school
- ☑ **Not** receiving Employment Income (EI) benefits
- ☑ Referred by an Employment Counsellor from your local case management agency  
*(We can help you with this)*

## Where and when is this happening?

The training is delivered at Community Skills Centre in downtown Langley and close to all public transportation.

Workshops run Monday through Friday:  
**11:30 am to 6:00 pm daily**

**Awesome!**

Work experience locations will be arranged with you in mind. Your work experience schedule will depend on the employer.

## "Express to Success" workshops are:

**Informative**  
**Interactive**  
**Supportive**  
**Fun!**



**Customer Service**