



YWCA JUMP is an exciting program for newcomer women and girls over the age of 13, who are permanent residents, convention refugees or live-in caregivers with temporary work permits. *(Must provide documentation of record of landing.)*
222 Dixon Road, Suite 207 | Etobicoke, ON M9P 3S5 | 416.964.3883

RETAIL SKILLS CERTIFICATE

Learn about sales and customer service in the retail industry



Date: January 22-24, 2020 | 9:15am - 2:30pm

Place: Centre for Education and Training
690 Dorval Drive, Suite 100, Oakville, ON

The Retail Skills Certificate is an introductory, in-class, three-day series for newcomer women who are interested in working in the retail sector. Cash register training is also included. The sessions focus on developing the essential skills needed for working in retail sales in Canada.

By the end of this series you will:

- Gain a better understanding of the retail sales sector in Canada
- Learn basic skills in customer service and operating a cash register
- Practice the necessary skills to work in a retail setting
- Improve your interpersonal and communication skills
- Benefit from dynamic and interactive learning environment

*Must attend all three days to earn the Certificate.

Please note that due to funding criteria we are unable to serve Canadian Citizens and Refugee Claimants.

For more information and to register, please contact us at:
jumpetobicoke@ywcatoronto.org or 416.964.3883 or
Centre for Education and Training 905-875-3851

ywcatoronto.org



A TURNING POINT
FOR WOMEN



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