



FREE TRAINING & WORKSHOPS FOR NEWCOMER WOMEN

CASH REGISTER TRAINING

- Receive hands-on practice operating a cash register.
- Learn how to process sales, discounts and return items.

CUSTOMER SERVICE SKILLS CERTIFICATE

- Improve your business etiquette, interpersonal and communication skills in customer service settings.
- Learn practical and transferable skills you can use throughout your career.

WORKPLACE COMMUNICATION SKILLS TRAINING

- Develop the awareness, knowledge and skills to communicate effectively and respond adequately to situations and relationships in the Canadian workplace culture.
- Improve your spoken and non-verbal communication.

ENTREPRENEUR SKILLS CERTIFICATE

- Learn what it takes to set up a home-based business.
- Learn about resources, services and programs for self-employment.
- Evaluate your readiness and discover if being an entrepreneur is for you.
- Learn about operations, budgeting, marketing and managerial skills.

FOOD HANDLING CERTIFICATE BASIC & ADVANCED (SPACES ARE LIMITED)

- Learn important information about food safety.
- Prepare to work in the food or restaurant industry.
- Take a Ministry of Health approved exam, which is valid for 5 years.

CAREER & EMPLOYMENT SUPPORT SERVICES

- Individual and group employment supports. Create the perfect résumé, practice your interview skills and find out who is hiring and how to seek out jobs.
- Explore alternative career choices from previous career paths and studies.
- Attend relevant guest speakers and hiring events.

For more information and to register, please contact

Qaiser Khan at 416.964.3883 x404 or qkhan@ywcatoronto.org.

ywcatoronto.org



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.)*

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