

E.L.F Program Workshop Training Dates

January – June 2009

Date	Time	Location	Cost	Level	Course Name	Course Description
January 17, 2009	9:00 am – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Customer Service 101	Focused on the basics of good customer service, this session lays out the concepts behind the high five of customer service and how to use them with every customer. Participants will be introduced to the levels of service expected by a variety of customers and practice providing care in a myriad of situations. Participants will leave with practiced skills that can be employed in all areas of their employment and personal life.
January 17, 2009	1:00 – 4:00 pm	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Sales and Merchandising 101	What does it take to make a sale? This session introduces the participants to the basics of sales (where to stand, how to approach people, etc.) and merchandizing your sales area for optimal sales.
February 21, 2009	9:00 am – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Customer Service 101	Focused on the basics of good customer service, this session lays out the concepts behind the high five of customer service and how to use them with every customer. Participants will be introduced to the levels of service expected by a variety of customers and practice providing care in a myriad of situations. Participants will leave with practiced skills that can be employed in all areas of their employment and personal life.
February 21, 2009	1:00 – 4:00 pm	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level Two	Firm but Friendly	Many employees find it difficult, if not impossible, to be firm with customers while remaining friendly and focused on quality customer service. This session will give the participants scripting, and practice working with 'customers' in various situations within a controlled environment. The end result is employees who have the wording to be firm but friendly in the workplace.

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March 16, 2009	9:00 am – 12 noon	Community Room Your Independent Grocer Gravenhurst	\$10.00	Level One	Customer Service 101	Focused on the basics of good customer service, this session lays out the concepts behind the high five of customer service and how the use them with every customer. Participants will be introduced to the levels of service expected by a variety of customers and practice providing care in a myriad of situations. Participants will leave with practiced skills that can be employed in all areas of their employment and personal life.
March 16, 2009	1:00 – 4:00 pm	Community Room Your Independent Grocer Gravehurst	\$10.00	Level One	WHMIS	All workers are required to be knowledgeable and tested on the components of the Workplace Hazardous Materials and Information System. This workshop is a full training that outlines the responsibilities under WHMIS, symbol recognition and how to read MSDS.
March 17, 2009	9:00 am – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Basics of Cash Handling	This program focuses on cash handling etiquette, providing change to customers, policies on being accountable for your float and revenue, how to cash out, and accounting terminology. This interactive session would include practice with a cash register and interactions with other participants.
March 17, 2009	1:00 – 4:00 pm	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level Two	Being Entertaining in the Entertainment Industry	Our guests demand staff that are engaging and enhance their ride experience. Santa's Village began the transition to being more entertaining with the addition of tag lines for each ride in the summer of 2008. Many staff were challenged by this expectation as they were unable to 'let go'. This session pulls from the camp counsellor sense of fun and gives the participants an opportunity to be creative and entertaining, casual but professional, building the skills required to be entertaining in the entertainment industry.
April 4, 2009	9:00 am – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Customer Service 101	Focused on the basics of good customer service, this session lays out the concepts behind the high five of customer service and how the use them with every customer. Participants will be introduced to the levels of service expected by a variety of customers and practice providing care in a myriad of situations. Participants will leave with practiced skills that can be

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April 4, 2009	1:00 – 4:00 pm	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level Two	Closing the Sale	Are you meeting your sales targets? How can you increase sales? This session includes up selling items, target selling and merchandizing to maximize sales.
April 25, 2009 SUPERVISOR'S DAY!!	9:00 am – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level Three	Introduction to Becoming a Supervisor	This program will help superstar staff take the next step into becoming a supervisor. The program will include information on: basic business infrastructure (i.e. how do you order supplies), motivating staff to do their best, basic human resource policies regarding hiring, termination, and disciplinary actions. This program is interactive and will give participants an opportunity to practice working with the information learned.
April 25, 2009 SUPERVISOR'S DAY!!	1:00 – 4:00 pm	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level Three	Conflict Resolution	Resolving disputes and complaints with guests can be a daunting task that, without the proper scripting, can end poorly for all involved. This interactive session will outline the fundamentals of communication, conflict and resolution. Participants will have lots of opportunities to practice their new skills.
May 9, 2009	9:00 am – 12 noon	Community Room Your Independent Grocer Gravenhurst	\$10.00	Level One	First Job Orientation	An introduction to the work world. Topics would include: employer/employee expectations and relationships, the picture of an employee, arrival and departure guidelines, getting paid, how to ask for time off, basic etiquette, WSIB right to know, the basics of customer service, and the high five of customer service. This session is interactive and includes practice situations.
May 9, 2009	1:00 – 4:00 pm	Community Room Your Independent Grocer Gravenhurst	\$10.00	Level One	Customer Service 101	Focused on the basics of good customer service, this session lays out the concepts behind the high five of customer service and how the use them with every customer. Participants will be introduced to the levels of service expected by a variety of customers and practice providing care in a myriad of situations. Participants will leave with practiced skills that can be employed in all areas of their employment and personal life.

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June 20, 2009	9:00 – 12 noon	Lions' Hall Fraserburg Road Bracebridge	\$10.00	Level One	Basics of Cash Handling	This program focuses on cash handling etiquette, providing change to customers, policies on being accountable for your float and revenue, how to cash out, and accounting terminology. This interactive session would include practice with a cash register and interactions with other participants.
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