Thursday, March 5, 2020

Service Excellence Training (2 full day Workshop)

**Date and Time:** Thursday, March 5 09:30 a.m. - 4:00 p.m.

**Event Location:** 235 King St. E. - Main Floor, Room 1C, Kitchener

March 5th and 6th, 2020

This training is a ‘must-have’ for anyone wishing to achieve excellence in the delivery of customer service in work environments. Over a course of 2 full days, you will learn the importance of positive communication and first impressions, how to build and retain customer loyalty, a recovery process to use with challenging customers, and much more.

Certification is based on full attendance and active participation, and will enhance your competitiveness in today’s world of work. As this workshop involves reading and writing, it works best if you have at least an ESL level 6 or more.

For Registrations please contact Norma Delgado at NDelgado@regionofwaterloo.ca

Tuesday, March 10, 2020

Safe Food Handling - 2 Full day Workshop

**Date and Time:** Tuesday, March 10 09:30 a.m. - 3:30 p.m.

**Event Location:** 150 Main St S, Cambridge, Main Floor - Room 170

March 10th and 11th, 2020

**On day 1:**

You will train in class for the Region of Waterloo Public Health Food Safety Certification

**On Day 2:**

You will review and write the exam

- A minimum grade of 70% is required to earn your certificate
- Certificates take 3-4 weeks to arrive
- A minimum of ESL level 6 is required
- Bus tickets or a parking pass are available - see Facilitator for more information
- Attendance is required on both dates to qualify for certification

For Registrations please contact Norma Delgado at NDelgado@regionofwaterloo.ca

Skills for Steel information session

**Date and Time:** Tuesday, March 10 10:00 a.m. - 12:00 p.m.

**Event Location:** Room 309, 99 Regina St. S., Waterloo

Skills for Steel is a SkillsAdvance Ontario project that trains local people with the technical, essential and employability skills needed in to work in the industry. It includes:

- Eight weeks industry training in the steel industry
- Connections to the industry
- Certificate of recognition
- Eight weeks’ paid job placement
- Opportunity for employment
- Graduation ceremony
- Support from Employment Coaches
Who is Eligible?
This new program is available to individuals who are:

- Unemployed or working less than 20 hours a week or living on low household income
- 18+ years old
- Not in school
- Legally entitled to work in Canada
- Interested in a career in the steel industry

Skills for Steel information session

**Date and Time:** Tuesday, March 10 02:00 p.m. - 4:00 p.m.

**Event Location:** Room 1A (East Side), 235 King St. E., Kitchener

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- Eight weeks’ paid job placement
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Wednesday, March 11, 2020

Skills for Steel information session

**Date and Time:** Wednesday, March 11 10:00 a.m. - 12:00 p.m.

**Event Location:** Room 168, 150 Main St., Cambridge

Skills for Steel is a SkillsAdvance Ontario project that trains local people with the technical, essential and employability skills needed in to work in the industry. It includes:

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- Connections to the industry
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- Eight weeks’ paid job placement
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- Graduation ceremony
- Support from Employment Coaches

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- Interested in a career in the steel industry

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Monday, March 23, 2020
**Self-Employment (for Ontario Works recipients)**

**Date and Time:** Monday, March 23 01:00 p.m. - 3:00 p.m.

**Event Location:** Kitchener City Hall, 200 King St W Main Floor, Kitchener

If you have a clearly defined, viable business plan or idea and relevant skills, training, education, qualifications or work experience needed to operate a business, then this program might interest you. You must also have strong English language skills and be highly self-motivated with an ability to work full-time developing your business

* Clients must be on Ontario Works

For Registrations please contact Norma Delgado at NDelgado@regionofwaterloo.ca

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**Tuesday, March 24, 2020**

**Skills for Steel information session**

**Date and Time:** Tuesday, March 24 10:00 a.m. - 12:00 p.m.

**Event Location:** Room 168, 150 Main St., Cambridge

Skills for Steel is a SkillsAdvance Ontario project that trains local people with the technical, essential and employability skills needed in to work in the industry. It includes:

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- Certificate of recognition
- Eight weeks' paid job placement
- Opportunity for employment
- Graduation ceremony
- Support from Employment Coaches

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This new program is available to individuals who are:

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- 18+ years old
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- Legally entitled to work in Canada
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**Wednesday, March 25, 2020**

**Skills for Steel information session**

**Date and Time:** Wednesday, March 25 10:00 a.m. - 12:00 p.m.

**Event Location:** Room 209, 99 Regina St. S., Waterloo

Skills for Steel is a SkillsAdvance Ontario project that trains local people with the technical, essential and employability skills needed in to work in the industry. It includes:

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- Certificate of recognition
- Eight weeks' paid job placement
- Opportunity for employment
- Graduation ceremony
- Support from Employment Coaches

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This new program is available to individuals who are:
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http://calendar.regionofwaterloo.ca