



YWCA JUMP is an exciting program for newcomer women, girls and gender-diverse people 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 | ywcatoronto.org/jump |     

RETAIL SKILLS CERTIFICATE

Sales and Customer service skills for the retail industry



PHOTO CREDIT:
[HTTPS://WWW.BING.COM/IMAGES/SEARCH?VI](https://www.bing.com/images/search?vi)

May 14, 16 & 17, 2024 | 10a.m.-12:30p.m.

ONLINE. [Click here](#) to register.

The Retail Skills Certificate is an introductory three-day series for women and gender diverse newcomers seeking employment in the retail sector.

By the end of this series you will:

- Gain a better understanding of the retail sales sector in Canada
- Learn and practice basic skills in customer service, including how to handle stressful situations
- Improve your interpersonal and communication skills
- Benefit from a dynamic and interactive learning environment

**Retail Skills Certificate of attendance will be provided to participants who complete the three-day series.*

For more information, please contact us: jumpetobicoke@ywcatoronto.org or **416. 964.3883**

To comply with Public Health directives and preserve the safety of clients and staff, we will be offering a combination of online, in-person and blended learning programs. Staff remains available to serve you via phone, video-conferencing or email.

**Please note: due to funding criteria, we are unable to serve Canadian Citizens and Refugee Claimants at this time.*



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