

# Brant Skills Centre Presents...

## SKILLS AT WORK Series Point of Sale (POS) System Training



- Customer Service – Effective communication and dealing with customer difficulties
- Hands-on practice using retail and dining POS systems applicable to:
  1. **Retail Stores** - including convenience, clothing and grocery stores.
    - Using the menu interface – purchases, refunds, returns & exchanges
    - In-counter scanner/scale
  2. **Food Service** - including table service, bar/nightclub, & quick service (counter service & drive thru)
    - Using the menu interface – placing & modifying an order
    - Printing, splitting, & tendering a check; and so much more
    - Smart Serve training (optional)



**Registration is required – Limit of 10 people.**

**Start/End Date:** Tuesday, July 7, 2015 – Thursday, July 23, 2015 (three weeks)

**Schedule:** 1:00 p.m. to 4:00 p.m. – Every Tuesday & Thursday (total of 18 hrs.)



**Address:** 225 Fairview Drive, Unit 1, Brantford, ON N3R 7E3

**Phone:** 519-758-1664

**Email:** [craig@brantskillscentre.org](mailto:craig@brantskillscentre.org)

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