



PRESS RELEASE

Tewatohnni'saktha and Playground Poker Club/The Rail collaborate on a Customer Service Training Program

(Kahnawàke – 27, Ohiarí:ha—June 27, 2016 Tewatohnni'saktha and the Playground Poker Club/The Rail are pleased to announce a four week First-Class Customer Service Training Program and four-week on-the-job training experience to begin in September.

Phase 1 of the program will focus on the fundamentals of top-quality customer service and French language skills. Phase 2 will consist of an on-the-job training experience in a position of interest at the club/restaurant. In order to qualify for phase two, participants must demonstrate keen customer service performance and drive during the in-class portion.

Interested individuals must complete a registration form at Tewatohnni'saktha or online and submit an updated resume and cover letter expressing their interest in the program. Applicants must exhibit that they are reliable, hard-working, positive and team-spirited.

“We are excited to be partnering with Playground Poker Club and The Rail in this endeavour. Our goal is to enhance the customer service experience for Kahnawa'kehró:non and its visitors, while providing community members with a chance for employment with this quality employer.” says Kara Paul, Career Programming Coordinator.

“As a major key success factor behind our growth these past five and a half years, Customer Service is something that we heavily value as an organization. Having seen first hand the training programs that Tewatohnni'saktha has put together in previous years, it was a easy decision to reach out to them to ask for their help. We feel that this project will give Kahnawake:ronon a better understanding of the service industry.” says Mackenzie Kirby, Manager Playground Poker Club/The Rail

For more information on the program, visit www.tewa.ca.

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