



Course Outline

The Belize Training and Employment Centre (BTEC) is a technical unit of the Belize Trade and Investment Development Service (BELTRAIDE), which caters to provide specialized training to all participants interested in improving their employability skills. Our team encourages and fosters an inclusive environment through training where participants, staff and the community demonstrate respect for diversity.

Training Topic	Date	Description	Duration	Facilitator
Customer Service Excellence	February 3, 2025	<p>This training is designed to cover areas related to customer service excellence from concept to application. It helps participants better understand customers' needs and requests by using practical examples and tips related to soft skills.</p> <p>Participants will be exposed to better ways to engage with and respond to community concerns. It covers both internal and external customer service. This training program focuses on developing a culture of customer service excellence and provides participants with a roadmap for examining and improving the service they provide at both the individual and organizational or community level.</p>	9:00 am – 3:00 Pm (6 hours)	<p>Ms. Marcelli Richards, Sr. Training and Recruitment Officer & Mrs. Angelita Staine-Henderson, Sr Training & Facilitation Coordinator</p>