



Prepare to work as a Service Station Attendant

Essential
SKILLS • TRAINING

This program is ideal for anyone planning to work as a Service Station Attendant at either a self-serve station or full-service location. It includes the skills to perform sales as well as outdoor maintenance tasks.

Modules of study include:

1. Essential Skills

What are the Essential Skills?

2. Work Tasks

Job Duties
Refuel Vehicles
Service Vehicles
Product Knowledge
Measurement & Mixes
Inventory & Stock
Station Maintenance

3. Thinking Skills

Finding Information
Critical Thinking
Job Task Planning & Organizing
Decision Making
Problem Solving
Memory Use

4. Customer Service

What is Customer service?
Communication
The Difficult Customer
The Cashier

5. Health & Safety

Health Risks
It's the Law
WHMIS
Safety at the Pump
Working Alone

6. Working With Others

An Essential Skill
Your New Job
Being a Team Player
Your Boss
Human Rights
Communication