

« Bonjour »

“Welcome”

The Business Assistance Program

Service in English and French: it's **good business!**

The Business Assistance Program is at your service

According to a recent survey, a majority of business owners want to serve their customers in English and French. They recognize the benefits of offering quality bilingual customer service. Business owners and front line staff also expressed a need for assistance in order to improve their bilingual customer services.

The Business Assistance Program offers effective, low-cost solutions:

- Reduced cost for translation services
- Spoken French workshops, tailored for the service industry
- Help recruiting bilingual staff

Exceed your customers' expectations by ensuring they can ask for and receive services in the language of their choice. A delighted customer is a loyal customer!

TRANSLATION service

Are you looking to have a menu, sign, pamphlet or website translated?

The Business Assistance Program can cover up to 60% of the translation cost! For a limited time only, it will cost you 8 cents per word to have your material translated (compare to market prices of 20–25 cents per word). Please note that a limit of words translated per business may apply.

Get in on this great deal today!

In partnership with **ComTra Inc.**

For more information or to benefit from a service, please contact the Business Assistance Program team:

T: 613-744-3037

F: 613-744-3572

com@rga.ca

business-assistance.ca

*May I
help you?*
*Est-ce que
je peux
vous aider?*

Spoken French Workshops

Need to learn the basics of the French language or brush up your current skills? The Business Assistance Program offers language training and practical tools focused on the service industry. Ideal for front-line staff and managers!

4 easy steps for registration:

1. Pick your level: beginner or intermediate (Not sure? Give us a call and we'll gladly help you determine your level.)
2. Pick your classmates: if you can gather a group of 5+ people, the instructor will give the workshop at your location!
3. Pick your date and time: workshops are offered from Monday to Friday. Morning, afternoon and evening hours are possible. Workshops may group individual participants from a similar industry (retail, hospitality, food and beverage, etc.), and will be offered when a minimum number of individuals have registered.
4. Call us now to book your session!

Typically, participants attend one or two 3-hour sessions. These workshops are not intended to make you perfectly bilingual, but rather to provide you with sufficient knowledge to converse with your customers in both official languages. Remember: practice makes perfect!

Registration fee: only \$10 per person, per 3-hour session. Please note that space is limited, and registrations will be accepted on a first-come, first-served basis.

In partnership with **Interlangues** language school.

Recruitment of BILINGUAL STAFF



**Effective,
personalized service —**

Get it working for you
right away!

Are you looking for staff members who can serve your clientele in both English and French? Let the Business Assistance Program help you find these rare gems. Take advantage of this no-cost service, with these great perks:

- Your job description posted on WorkopolisCampus.com, reaching students and recent graduates of more than 200 colleges and universities across Canada
- Your job description posted on the universities' student intranets
- Opportunities to attend networking events to meet with students and graduates
- Receive resumes that meet your criteria

In partnership with the **University of Ottawa Career Services** and **Université du Québec en Outaouais**