

LEVEL 1: CUSTOMER SERVICE

ARE YOU LOOKING FOR WORK IN A CUSTOMER FACING ROLE? GAIN THE KNOWLEDGE AND SKILLS NEEDED TO WORK IN CUSTOMER SERVICE



YOU WILL COVER:

- Telephone calls with customers
 - Legislation and procedures
- Recording and communicating problems
- Positive communication with customers
- Relationships with customers and colleagues

Start date: 26th June 2023
Day/Time: Monday - Friday 9:30-14:30
Duration: 1 week
Location: Virtual Learning through
Microsoft Teams

Please note, you must have access to a laptop or PC to complete this course



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PLEASE SCAN THIS QR CODE
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