

LEVEL 3: CUSTOMER SERVICE

**ARE YOU LOOKING TO
ENHANCE YOUR CUSTOMER
SERVICE SKILLS?**

**IF YOU ARE TO UPSKILL,
OR FIND WORK IN THE
CUSTOMER SERVICE
SECTOR, THIS IS THE
COURSE FOR YOU.**



YOU WILL COVER:

- The principles of customer service and expectations
 - Behaviour, communication and interpersonal skills
 - Solutions to problems and complaints
 - Developing and improving processes
- The importance of effective teamwork and monitoring
 - Promoting products and services
 - Unique Selling Points and Service Offer

GIS INFORMATION

Date: 21st June 2023

Time: 13:30

Location: Virtual via Microsoft Teams

You must attend the Group Information Session prior to start date

COURSE INFORMATION

Start date: 3rd July 2023

Day/Time: Monday - Friday 9:00-16:00

Duration: 3 weeks

Location: Virtual Learning through Microsoft Teams

Please note you must have a minimum of Level 1 English, and good basic IT skills, as well as access to a laptop or PC



**WESTON
COLLEGE**



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