

Are you over 19 years old, unemployed or in low paid work?
Would you like **FREE COURSES** to help you improve or learn new skills?

Introduction to Customer Service

Wednesdays 9th and 16th May 2018 09:45 – 12:00
At HLC Dartford, St Edmunds Road, Dartford DA1 5ND



The Course will introduce the skills and personal qualities required for careers and job opportunities within the customer service sector, including:

- Job roles and levels of qualifications
- Training and development opportunities available
- Personal qualities needed to work in this sector
- Dealing with the public face to face
- Using the telephone/writing to interact with customers
- Dealing with complaints
- Codes of practice and legislation that apply to the Customer service sector
- An understanding of what you will need to consider to ensure your own, and others, wellbeing
- Developing an awareness of employee and employer expectations in the workplace

To book your place call 01322 311265
or email info@hlcdartford.org.uk



Healthy Living Centre Dartford in partnership with Kent Adult Education Service