

## Entry 3 Intro To Customer Services

Please note: To enrol on this course you will need to phone 01634 338400 to book an initial assessment.

This course is designed for those who are interested in working in the customer services field. You will also look at how to provide good customer service in a variety of work settings. You will complete a portfolio of work during the course which leads to a City and Guilds Entry 3 Award in Introduction to Customer Service.

Please note this course runs on TUESDAYS AND WEDNESDAYS 0945am to 1445 with 30 mins lunchbreak

Start Date: 10 June 2025  
Start Time: 09:45  
Lessons: 4  
Weeks: 4  
Hours: 18.00

### Venue

Rochester Adult Education Centre  
Rochester Community Hub  
Eastgate  
ME1 1EW

### What will I learn on this course?

Learners will:

By the end of the course you should be able to

1. Identify different types and needs of customers
2. Be able to draft an email, an in-store sale notice, and take a phone message
3. To understand how to handle customer complaints
4. Be able to positively present your company to the public

### Is this course suitable for me?

This Customer Service Training Course is suitable for anyone working in a customer service role, at all levels of employment, who wishes to improve their service skills. This includes professions that deal directly with customers face-to-face, over the phone or via email, social media or live chat. Examples include, but are not limited to:

Receptionists, admin assistants and front-of-house staff  
Education administration staff  
Call centre workers

### What could I go on to do after this course?

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>

If you need further advice please telephone 01634 338400.

### Attendance Policy

In order to get the most out of your course you will need to attend as many sessions as possible. We recommend at least 90%. If you do have a holiday booked during term time please let the tutor know in advance so that we can help you catch up on missed sessions and ensure that you still achieve the course outcomes. If you are unavoidably ill or unable to attend, please contact 01634 338400 so that we can let your tutor know, and so they can send you any work you may have missed

### How are digital skills used and enhanced on this course

You may have the opportunity to use computers with internet access in class time. You may need to use the internet for some or all of your course - using a mobile phone, tablet or computer. The tutor will speak to you about useful websites, apps and online resources which you may be asked to use for homework.

### Health and Safety

We try to make sure your class is as safe as possible. If you are worried about anything, please talk to your tutor or our Safeguarding Officer.