Customer Service Prog - E3 Customer Serv

R261157F

This course is part of the Customer Service Programme, where learners attend Customer Services on Tue and Wed, Employability on Thursdays and Digital Skills (Word) on Fridays. On this course, learners will explore Hidden Job Markets, learn how to create a LinkedIn profile, develop team working and interview skills, including the opportunity to have mock interviews with employers.

Start Date: 02 February 2027
Start Time: 09:45
Lessons: 8
Weeks: 4
Hours: 40.00

Venue
Rochester Adult Education Centre
Rochester Community Hub
Eastgate
ME1 1EW

What will I learn on this course?

Learners will learn about:
By the end of the course, you should be able to:

1. To understand what is involved in customer service
2. Identify the importance of appearance and behaviour when dealing with customers
3. Be able to identify and describe legislation, regulations and procedures to follow in customer service
4. Be able to be more confident when dealing with various customers concerns

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
- Retail Staff

Is there anything I need to know about this course?

It would be helpful to bring a pen and note pad to make notes

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

No

How are digital skills used and enhanced?

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.

E-Learning Ettiquette

Please make sure you and everyone at home are fully dressed when you are joining classes online, and that no personal information (address, bank details) can be seen.