

Eligibility: Must be aged 19+ and live in Greater Manchester

Level 1 Certificate in Customer Service

LEVEL 1

With links to customer service and hospitality roles across Greater Manchester, this course is designed to help you gain employment within the Customer Service Sector. Applications for roles can be completed during the course.

During the course, you will receive sector-specific training, leading to a Level 1 Certificate.

You will be introduced to the skills and knowledge necessary for working in retail.

The course offers training in:

- Customer Service Principles
- Understanding How to Work in a Customer Service Role
- Communicating with Customers'
- Understanding How to Deal with Customer Requests, Queries and Problems
- Principles of Social Media.

START DATES

Initial Assessment

Tuesday 7th June 2022
09.30am-12.30pm and 13.00pm-15.30pm

Course Begins

Thursday 9th June 2022
09.30am-15.30pm

LOCATION

**Positive Futures, 125 Great Western Street
Moss Side, Manchester, M14 4AA.**



For more information call our referrals team on 0161 881 4826.

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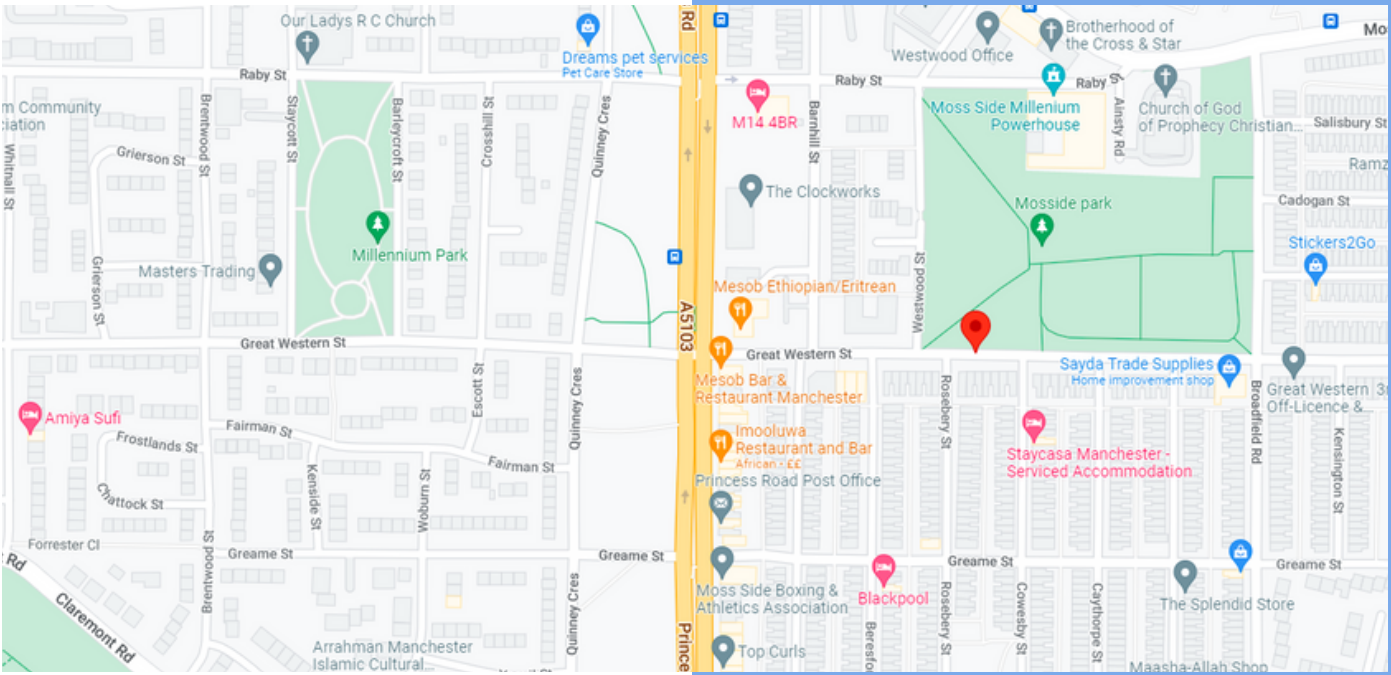
Working with:

Level 1 Certificate in

Customer Service

WHERE TO FIND THE COURSE

Address:
Positive Futures
125 Great Western Street
Moss Side, Manchester, M14 4AA.



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Interested?
Referral contact number:
0161 881 4826 (option 5)

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