

# TheLightBulb

Ideas | Actions | Results

In partnership with:



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## Do you want to work in a Retail Customer Services role?

If so, this highly engaging programme will give you the edge! Not only will you receive **training** but the chance of a **job interview** and valuable **work experience**.

Combining the City & Guilds Level 1 Certificate in Customer Service with an understanding of retail business you will learn:

- **How to contribute effective customer service**
- **How to handle telephone calls from customers**
- **How to communicate effectively with customers including the importance of appearance and behaviour in customer service**
- **How to apply legislation, regulation and organisational procedures**
- **Learn about the retail supply chain**
- **The different types of retail outlets**
- **How customers influence retailers**
- **The range of jobs available within retail**

**And much more.**

Part of this qualification involves working with you to ensure you have the confidence to take the right steps forward along your career path. You will also gain valuable insight and helpful advice on:

- **Career planning and making applications**
- **Preparing for an interview and interview skills then a guaranteed interview with an employer**
- **Effective skills, qualities and attitudes for work and learning**

This programme is available at venues throughout Essex and Suffolk.

If you would like to know more about taking the right steps towards a promising career please call TheLightBulb on 01268 270648

This course is funded by the Skills Funding Agency (with matched funding through the European Social Fund) and is subject to the following eligibility criteria. Applicants must be over 19 before the 31<sup>st</sup> August, on Job Seekers Allowance or Employment Support Allowance in order to qualify. If you are claiming any other benefits then please contact us for advice.

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### Key benefits to you:

- Learn how to improve customer satisfaction
- Improve upon your own skills and knowledge
- Learn to work within and support teams
- Learn practical work skills during a work placement
- Gain professional advice on creating a CV
- Opportunities into employment and interviews

### Employment Opportunities:

- Retail
- Call Centres
- Banks, Financial Institutions
- Insurance
- Hotels
- Sport and Leisure
- Office Roles
- Receptionist positions
- And other related roles

