



# Customer Service Course

**TheLightBulb**  
Ideas | Actions | Results

**Our fully-funded training course with recognised qualifications, will help increase your confidence and will put you ahead of the competition, when applying for jobs in Retail, Hospitality or Customer Service.**

## City & Guilds Certificate in Customer Service

- Introduction to customer service
- The importance of appearance & behaviour in customer service
- How to apply legislation, regulation and organisational procedures in customer service
- Communicate effectively with customers
- Deal with queries and requests
- Working in customer service

## NCFE Award in Employability Skills:

- Understanding Mindset
- Managing Your Time
- Job Application Skills
- Understanding Customers

**This programme is delivered remotely via daily interactive Zoom sessions over eight days, completing workbooks as you go with 1-2-1 tutor support. You will need access to a laptop/PC with a camera and have Microsoft Office installed and be available from 9.30am to 2.30pm on training days.**

**This course is funded via AEB funding and in partnership with Twin Training and ESF funding.**



## Key Benefits:

- Learn how to improve customer satisfaction
- Identify your own skills & qualities
- Learn how to prepare for an interview
- Learn how to work within and support teams
- Gain professional advice on applying for work