



EMPLOYABILITY & PERSONAL DEVELOPMENT

CUSTOMER SERVICE LEVEL 1 CERTIFICATE

WITH A GUARANTEED INTERVIEW
WITH COMBAT PAINTBALL LTD



This course is for people who want to improve their customer service skills and gain a qualification, which proves their skills and knowledge. This course looks at a variety of customer service skills to encompass the majority of the industries within this region.

WHEN & WHERE:

All course completers will be given a Guaranteed Interview with Combat Paintball



Course Objectives and Subjects Covered:

- Self -Assessment
- Investigating Rights and Responsibilities at Work
- Developing Personal Presentation Skills
- Building Working Relationships with Customers
- Recognising and dealing with customer queries, requests and problems
- Making and receiving telephone calls

Are you eligible?

- Aged 19+
- Not achieved a Maths GCSE of at least a Grade C or equivalent
- PLUS—Have access to a laptop/tablet with Wi-Fi access

Book your place now to join the course.

To learn more about opportunities for full or part funded, high quality training for you and your staff, call **0845 223 2401**, or email us at upskill@steadfasttraining.co.uk

