

CUSTOMER SERVICE COURSE

ABOUT THE SERVICE

This course gives you the opportunity to acquire the skills and knowledge required to start a career that involves dealing with customers and the general public. You will develop your confidence in dealing with enquiries, offering support and solutions and offering an efficient and reliable service that will enhance a business or organisation's reputation and deliver high levels of customer satisfaction.

WHO IS THE COURSE FOR

The course is specifically for adults with learning disabilities who wish to improve on their communication skills and would like to gain both practical experience and working knowledge in readiness to get full or part time employment

BENEFITS OF STUDYING WITH US AT BFP

It's FREE for eligible learners.

Free additional online and telephone customer support.

One-to-one support from a dedicated tutor throughout your course.

Practical experience to cement the learning on the program.

Gain a vocational qualification valued by UK employers.

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Department
for Work &
Pensions

Brighter Futures
Skills Hub



WHAT YOU WILL STUDY

-  *Career pathways within customer service.*
-  *Maintaining and enhancing reputation.*
-  *Organisational policies and procedures.*
-  *Working as an individual or as part of a team.*
-  *Dealing with queries, problems and complaints.*
-  *Learn more about the delivery of excellent customer service.*
-  *Develop key transferrable skills applicable in a range of industries and sectors.*
-  *Develop knowledge and principles underpinning outstanding customer care.*
-  *Improve your communication skills to strengthen relationships and interactions with customers and colleagues.*

All courses are subject to availability and eligibility so apply today to secure place.

For further information send us an email at



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🌐 www.brighterfuturesproject.co.uk

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