

CUSTOMER SERVICE SKILLS



LEARN MORE ABOUT CUSTOMER SERVICE

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LEARN HOW TO TREAT CUSTOMERS WELL

Customer service is important for all kinds of jobs. If you want to work in retail, catering or leisure, you'll definitely need to know how to give service with a smile. Join this course to learn how to make customers happy and help them as part of your job



This course is an Open College Network accredited Level 1 course. It will show you how to:

- Understand why it is important to treat customers well
- Learn about good and bad customer service
- Make people feel welcome straight away
- Understand what customers talk about and what they say with body language
- Respect customers and keep their information safe
- Deal with a customer complaint



WHERE AND WHEN

9, 16 and 23 November 2011 – 10.00am to 3.00pm at the Camden Society, 60 Holmes Road, London NW5 3AQ



TO JOIN, CONTACT GLEN SILLETT WHO RUNS THE COURSE:

Email Glen Sillett at glen.sillett@thecamdensociety.co.uk
Phone Glen on 020 7485 8177