

# Course Information Sheet



## Course Code and Name: GL0051556 Customer Service Workshop

**Venue:** Shire Hall - Avening Room  
Shire Hall  
Westgate Street  
Gloucester  
GL1 2TG

**Start Date:** 25 February 2019  
**End Date:** 25 February 2019  
**Day:** Monday  
**Time:** 13:00 to 16:30  
**Weeks:** 1

**Tutor:** Ian Cooper

**Course Provider:** Adult Education in Gloucestershire

### Course Summary:

Closed Course. To embed customer service principles. This includes :- what is customer service, understanding who is the customer, telephone skills - dealing with distressed / unhappy /angry customers, not to pre-judge.

THIS COURSE IS NOW FULL

### Eligibility:

Learners must be referred by the partner agency.

### How will the course be taught?

Professionally delivered by a qualified and competent tutor

### How will I know how well I am doing?

Feedback will be given within the session, with signposting to further detailed information when needed.

### Prior Knowledge:

There are no formal entry requirements

### What do I need to bring?

Just yourself, although a pen and some paper would be useful

### How do I join the course, or find out more?

This is a closed course.

### Cost:

Workshops are free subject to eligibility

### What course can I do next?

We can help you decide the best way forward for you. You could progress onto further college courses and vocational qualifications.

### Information and Advice for Progression:

Information on progression is available. Contact your tutor for further information or call 0800 542 1655 or e-mail [learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk).

### Health and safety:

All of our venues undergo a health and safety audit on a regular basis. If you have specific needs please inform us before you start this course.

### Further information:

No information provided