

# Course Information Sheet



## Course Code and Name: GL0052689 Basic Customer Service Workshop

**Venue:** Subscription Rooms  
George Street  
Stroud  
Gloucestershire  
GL5 1AE

**Start Date:** 22 October 2019  
**End Date:** 22 October 2019  
**Day:** Tuesday  
**Time:** 10:00 to 12:00  
**Weeks:** 1

**Tutor:** Rachael Watson

**Course Provider:** Adult Education in Gloucestershire

### Course Summary:

This is a free workshop to help you understand the basic skills required for effective customer service. It can also help you enhance your confidence and your job market prospects.

### Eligibility:

Learners must be over 19 on the 1st August of the academic year they start their learning. Note: if not ordinarily resident in UK for 3 years (Please speak to a member of staff to confirm eligibility for funding).

### How will the course be taught?

Learning will take place in small friendly classes using, individual and group work, demonstration, discussion and using a variety of practical activities

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

You will follow your own individual learning plan with progress recorded by tutors and yourself.

### Prior Knowledge:

No prior knowledge required.

### What do I need to bring?

all materials needed will be provided by the tutor

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

If you are interested, please contact us by telephone 0800 542 1655 or email [learn@gloucestershire.gov.uk](mailto:learn@gloucestershire.gov.uk)

### Cost:

Free to eligible learners

### What course can I do next?

Employability; Kudos; Microsoft Course

### Information and Advice for Progression:

Advice will be given on an individual basis throughout the course. Please contact your tutor for information about suitable progression routes

### Health and safety:

All of our venues undergo a health and safety audit on a regular basis. The tutor will advise on health and safety guidelines at the beginning of the course, these guidelines will be followed throughout the course.

### Further information:

For all enquiries regarding this course please contact 0800 542 1655