

Course Information Sheet



Course Code and Name: GL0052772 Customer Service Workshop

Venue: Shire Hall - Bearlands Conference Room
Westgate Street
Gloucester
GL1 2TG

Start Date: 08 November 2019
End Date: 08 November 2019
Day: Friday
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.

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