

Level 1 Certificate in Customer Service and Communication

Want to work in Customer Service?!

Learn how to provide great customer service, improve your communication skills, and understand the principles of good customer care.

This 6 day course looks at responding to the needs of your customers and colleagues, communicating effectively, rights and responsibilities, dealing with problems, using the phone to communicate, and other topics. The course is useful for anyone wanting to work in customer service in any field. You will gain your qualification through a series of exercises and filling in of a workbook.

**These courses are
FREE for anyone on
means tested benefit
or for anyone who
earns less than
£330/month or
£15,000 year.**

Course Dates:

Courses are held over 6 days; all 09.30–15.00

February/March Course Dates:

Thursday February 28th, Friday March 1st, Thursday 7th March, Friday 8th March, Thursday 14th March, Friday 15th March

May Course Dates:

Thursday 16th May, Friday 17th May, Thursday 23rd, Friday 24th May, Thursday 6th June, Friday 7th June

June Course Dates:

Thursday 13th June, Friday 14th June, Thursday 20th June, Friday 21st June, Thursday 27th June, Friday 28th June

Cost: Free for those eligible (please see panel)

For further details and to book please e-mail: trainingforlondon@gmail.com Please also see <https://www.learnharrow.co.uk/> and search for 'customer'