

Free Level 1

Developing Customer Service Skills Course

It's no secret that practically every job has an element of Customer Services!

Having a Customer Service qualification will give employers confidence that you have the right skills.

Enroll now to join us at
Eltham Centre
10am – 3pm Wednesday 20th to
Friday 22nd April 2022

The 3-day Level 1 course will cover:

- An introduction to Customer Service
- Essential customer service communication skills
- The consequences of good and poor customer service skills
 - The benefits to the organisation of good customer service
 - How to positively deal with complaints and challenging customers
 - The value of first impressions
 - Confidentiality, respect, and diversity

A must for anyone looking for jobs in Customer Services/Admin or any customer facing roles.

**Please call GSS UK Ltd on 020 8665 4297
or Text / WhatsApp us on 07921 036 927 or
email: training@globalsolutionservices.co.uk
for further information or to enrol**