

# 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.

Cannons House, Madeira Rd,  
Mitcham, CR4 4HD  
10.00 am - 3.00pm

please call for our next available date to join

### *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 right now! Careers in Customer Service.**

**GSS**

Global Solution Services  
UK LTD

Working on behalf of



Please call GSS UK Ltd on 0333 242 2175  
or Text / WhatsApp us on 07710 025 085  
or email: [training@globalsolutionservices.co.uk](mailto:training@globalsolutionservices.co.uk)  
for further information or to enrol