

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.

Mitcham & Greenwich Locations

10.00 am - 3.00 pm
Tuesdays - Thursdays

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.



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Working on behalf of

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for further information or to enrol