

These courses are funded by:



# Employability Courses\*

For unemployed  
ages 16+

## CUSTOMER SERVICE



Modules include:

- How to be successful
- CV Writing
- Benefits to an Organisation of Good Customer Service
- Value of Giving Customers a Positive First Impression
- How to Respect Customer Needs
- How to Deal with Complaints
- Possible Consequences of Poor Customer Service

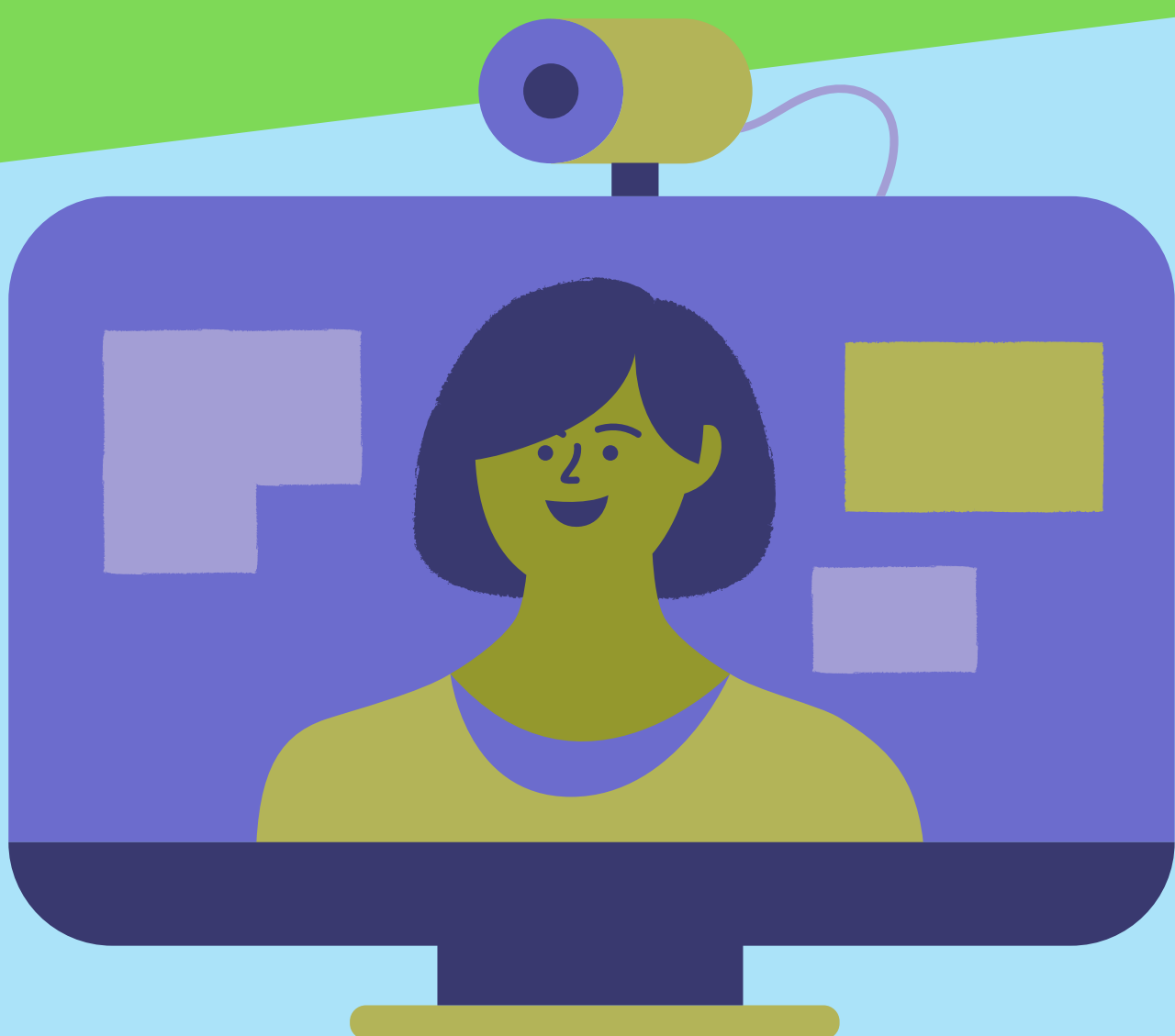
## How this will help you:

- ✓ Build your confidence and self esteem
- ✓ Gain an accredited qualification
- ✓ Help with job search and finding local vacancies to gain employment
- ✓ Help with finding apprenticeship or traineeship opportunities
- ✓ Develop your employment skills
- ✓ Get your CV up to date
- ✓ Assistance to help you progress to further education.



## Course details:

- Our tutor will deliver online zoom classes which means you will have a real person teaching you
- You will have access to online learning materials
- You can complete the course in 2 weeks
- At the end of the course, you will be able to do the exam online from home.
- Online zoom classes 4 hours per day:  
Monday - Friday 10.00 am- 12.00 pm  
1.00 pm -3.00 pm daily



## NEXT STEPS ...



### What you need to get started:

- Internet Access
- Laptop / Tablet / Ipad / Smart Phone\*
- (\* Smart phone can be used for learning, however a laptop or tablet with a camera will be required for the exam )
- Entry 3 English or above
- Basic IT skills

### How do I sign up on the course?

Please complete the registration form on our website and we will get in touch with you - [www.links2work.co.uk/slough](http://www.links2work.co.uk/slough).

\* To be eligible for this fully funded course you will need to meet the following criteria:

- On the 31st of August 2020 you were aged 16 or over
- You currently live in Thames Valley, Berkshire
- You have the right to live and work in the UK
- Are unemployed and can provide evidence (Subject to eligibility)
- Can provide identification and relevant documentation as required



### Contact Details:

E: [courses@links2work.co.uk](mailto:courses@links2work.co.uk)  
T: 0793 5005645 / 0751 4648483  
W: [www.links2work.co.uk](http://www.links2work.co.uk)