

Introduction to Customer Service



This basic introductory course will explore the customer facing role and how to interact with customers effectively across various settings. Topics include presentation, language, roles, responsibilities and more!

You will access the course via Google Classroom and the Learning & Skills Padlet. Access to a smart device and the internet are essential.

This three week course takes place on the listed dates below. You may only attend one of the listed weeks

Week 1: Monday 3rd August - Monday 17th August, 9.30am - 12 noon

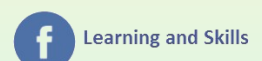
Week 2: Tuesday 11th August - Tuesday 25th August, 9.30am - 12 noon

Booking is essential. For more information please contact Learning & Skills:

CALL/TEXT: 07932 869325

EMAIL: l&s@darlington.gov.uk

WEB: www.darlington.gov.uk/learningandskills



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