

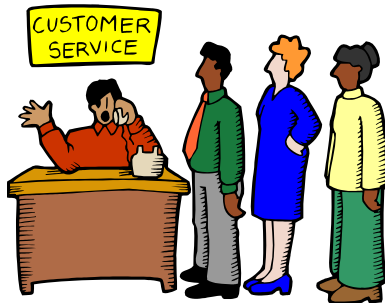
Customer Care Level 2 Course

Accredited by NOCN (National Open College Network)

Do you want to learn the skills to provide excellent customer care?

Would you like to gain a Level 2 qualification?

Do you want to enhance your
employment and training opportunities?



Dates: Starting Friday 23rd September 16

Duration: 8 week course

Time: 10am – 1pm

Where: The Kingswood Community Shop
37-38 Seeley Drive
SE21 8QR

Spaces are limited therefore please book a space to avoid disappointment

Course Aim: To introduce the concept of customer care in a working environment or whilst running a business. To provide opportunities for learners to develop their own knowledge and skills for excellent customer care.

Course Objective: On completion, learners will:

- Understand the importance of good practice in customer care.
- Know how to communicate effectively with customers.
- Understand the measures required to solve customer problems.
- Understand the need to obtain and respond to customer comments.

To book your space:

Email rebeccakcs@cpcdt.org.uk, or telephone: 020 8670 1578