

Introduction to Working in Customer Service - Tailored Learning

Course Name	Start Date	End Date	Site	Total Fees
Introduction to Working in Customer Service - Tailored Learning	15/09/2025	13/10/2025	THE PODS	0.00

Course Description

Introduction to Working in Customer Service - Tailored Learning

Content & Overview:

Thinking about a role where you work with people?

This short course is a great first step if you're new to customer service or looking to build your confidence before starting a qualification. You'll explore what good customer service looks like, what employers expect from you, and how to handle real-life situations in the workplace.

- A clear understanding of the role customer service plays in different industries
- Tips on how to communicate clearly and deal with problems calmly
- An insight into what customers expect – and how to meet or exceed those expectations
- The behaviours and skills that help you stand out in a customer-facing role

If you're just starting out, returning to work, or want to explore customer service as a career, this course will give you the basics you need and boost your confidence.

Delivery Method:

Face to face.

Suitable for:

Those who have an interest in seeking work in customer service or a people facing job and want to learn more about it.

Entry requirements:

No, or less than 3 months, previous experience of customer service jobs.

Progression Route:

Once you've completed this course, you'll be ready to take the next step and join the **NCFE Level 1 Certificate in Customer Service**

DISCLAIMER:

When applying for this course, you must provide evidence to confirm eligibility for funding, proof of ID and full address. Applying for a course does not mean you are automatically enrolled. You must be 19+ on 31 August 2025 and a UK resident.

Our dedicated team will be happy to help – just call us on 01724 297146 or contact us on

<https://northlincsadulteducation.co.uk/contact>