

# Customer Service Course

**5 Week Course in Customer Service @ Paddock Village Hall, HD1 4TX  
Mondays 12:30pm – 3:30pm Launching 19th June 2019**

**On completion of the course you will receive a certificate and be able:**

- ❖ **To understand what's different about good service**
- ❖ **Know how to deal with customer complaints**
- ❖ **Confidently know how to deal with telephone enquires**
- ❖ **You will know how to make a positive first impression**
- ❖ **Improve and develop your listening skills**
- ❖ **Understand how to be assertive**
- ❖ **Understand the importance of building customer rapport**



The course is free to residents living in the Kirklees area subject to meeting the entry criteria. For further information and to book your place please call Josh on 01484 431400, or text/ What's App 07464212070

Paddock Learning Centre  
Paddock Village Hall  
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