

Retail/Customer Service SWAP

3 Week Course



Our Retail/Customer Service SWAP course also include nationally accredited qualifications that give you the advantage when applying for jobs and enable us to get government funding to pay for your course.

Week 1 - Personal Development and Employability

- Career Planning
- Planning for personal development
- Health and Safety in the workplace
- CV Writing
- Searching for a Job
- Interview Skills
- Preparation for work

Week 2 - Customer Service & Retail

- Supporting the customer service environment
- Delivery of effective customer service
- Understand the key principles of retail operations and sales.
- Explore strategies for handling difficult customers and resolving conflicts.

Week 3 - Essential Digital Skills

- Acquire essential digital skills required in the modern workplace.
- Team Leading Responsibilities
- Managing yourself and providing direction to your team
- Communicating Information and Knowledge in the Workplace


Eligibility

- In receipt of benefits, or on a low income
- Over 19 years of age
- UK citizen or resident of the UK for 3 years or more
- Resident of London or Greater London Area
- If you are a member of the EU, we require a picture of your passport, pre-settled or settled status shared code
- Learners will also need to complete a mandatory Maths & English assessment

For further information or to apply, please contact:

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