



CREATE &
DEVELOP



CUSTOMER CARE COURSE



**Monday 19th, Tuesday 20th & Wednesday
21st January 9.30am-2.30pm**



Space4Autism

Course covers:

- Different job roles and sectors in Customer Service and task involved.
- Skills, qualities, qualifications and attributes in relation to the roles.
- Team working activity
- What Customer service is and who the customers are
- Poor service
- Good service
- How it can affect the business
- Body language, tone of voice etc
- Customers needs and expectations

This course is for S4A Adult Members.

**To book, or for more information, please email
bookings@space4autism.org**

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