

# CUSTOMER SERVICE 1

This unit is aimed at learners who want to gain knowledge of communication skills and develop different methods of communication when interacting with customers. The purpose of this unit is to increase learners' understanding of the customer service role. Learners will be able to identify the different types of customer and their needs and be able to refer problems.

## ABOUT THE COURSE

Qualification:  
COMMUNICATION IN  
CUSTOMER SERVICE +  
UNDERSTAND WORKING  
IN A CUSTOMER SERVICE  
ENVIRONMENT

Level: Level 1

Duration: 5 days

Time: 9:30am-4:30pm

Enrolment & Induction: 1  
day prior to course starting  
(10am onwards)

### Locations

RBLI Centres across Kent

## ELIGIBILITY:

- Aged 19+
- Unemployed and in receipt of benefits and able to provide evidence\*
- Can provide a Passport or Birth Certificate as ID
- Can provide proof of address

## FIND OUT MORE:

✉ [skills@rbli.co.uk](mailto:skills@rbli.co.uk)

📞 01634 568786

🌐 [rbli.co.uk/employment](http://rbli.co.uk/employment)

💻 @RBLISkillsandTraining



Royal British Legion Industries. Hall Road, Aylesford, Kent ME20 7NL.

Registered Charity No. 210063

## UNITS UNDERTAKEN:

1. Communication in customer service
2. Understand working in a customer service environment