

LEAD

Local Education And Development

Customer Service Skills

LEAD is excited to offer you our **Customer Service skills** training opportunity. The program actively focuses on your career and the customer service skills required to get the job you want.

We are achieving a **90%+ progression rate**, let us help you too.



European Union
European
Social Fund

This project is receiving up to £43.6 million of funding made up of £21.8 million from the European Social Fund and £21.8 million from the Youth Employment Initiative, plus match funding of up to £21.8 million from the National Lottery Community Fund and partners.



Why Customer Service Skills are important across all industries and job roles?

Customer service is often at the **heart of all business** which aims to provide an exceptional service that leaves the customer feeling valued and respected. Employers are looking for people who have the right customer service skills regardless of the industry they are in.

Employers want you to be able to:

- Understand customers' needs and wants
- Treat customers respectfully
- Act on promises made to your customer
- Handle complaints and returns gracefully
- Exceed customer expectations
- Going out of your way to help your customer.

LEAD can give you the customer service skills that employers want, which will support your progression into work.

Why train with LEAD?

Quality drives all of LEAD's study programmes, with the student at the heart of what we do. Our training is engaging, supportive and delivered by industry specialists, who have many years of experience of supporting people into employment and helping businesses to grow.

Delivery Method:

- 10 days with 1-2-1 support (1000 - 1500)
- On-line

Get in Touch:

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Eligibility Criteria:

- Aged 16 - 29
- Unemployed
- West Midlands based