

## Level 1 Introduction to Customer Service

The Certificate for Introduction to Customer Service provides an introduction to the knowledge, skills and behaviours needed in order to provide effective customer service in a range of sectors. It also gives learners the core knowledge and awareness of key legislation for working within customer service.



Start Date: 05 October 2026  
Start Time: 09:45  
Lessons: 8  
Weeks: 4  
Hours: 36.00

### **Venue**

Medway Learning and Skills Hub  
Unit 2  
Britton Farm Street  
ME7 1GX

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