

## Entry 3 Customer Services Programme: Wor

This course is designed for those who are interested in working in the customer services field. You will also look at how to provide good customer service in a variety of work settings. You will complete a portfolio of work during the course which leads to a City and Guilds Entry 3 Award in Introduction to Customer Service.

Start Date: 06 February 2026  
Start Time: 09:45  
Lessons: 4  
Weeks: 4  
Hours: 20.00

### **Venue**

Rochester Adult Education Centre  
Rochester Community Hub  
Eastgate  
ME1 1EW

### **What will I learn on this course?**

Learners will learn about:

By the end of the course, you should be able to:

1. To understand what is involved in customer service
2. Identify the importance of appearance and behaviour when dealing with customers
3. Be able to identify and describe legislation, regulations and procedures to follow in customer service
4. Be able to be more confident when dealing with various customers concerns

### **Is this course suitable for me?**

This Customer Service Training Course is suitable for anyone working in a customer service role, at all levels of employment, who wishes to improve their service skills. This includes professions that deal directly with customers face-to-face, over the phone or via email, social media or live chat. Examples include, but are not limited to:

- Receptionists, admin assistants and front-of-house staff
- Education administration staff
- Call centre workers
- Retail Staff

### **Is there anything I need to know about this course?**

It would be helpful to bring a pen and note pad to make notes

### **What could I go on to do after this course?**

If you wish to explore your learning, work or career options, you can speak to a fully trained careers advisor on 0800 100 900. <https://nationalcareersservice.direct.gov.uk>

If you need further advice, please telephone 01634 338400.

### **Attendance Policy**

No

### **How are digital skills used and enhanced?**

You may have the opportunity to use computers with internet access in class time. You may need to use the internet for some or all of your course - using a mobile phone, tablet or computer. The tutor will speak to you about useful websites, apps and online resources which you may be asked to use for homework.

### **Health and Safety**

We try to make sure your class is as safe as possible. If you are worried about anything, please talk to your tutor or our Safeguarding Officer.

## **E-Learning Ettiquette**

Please make sure you and everyone at home are fully dressed when you are joining classes online, and that no personal information (address, bank details) can be seen.