

Course Menu Autumn 2020

All courses are Free for Royal Greenwich Residents 19+ and are delivered online -

Click here to enrol – [Online Enrolment Community Systems](#) once enrolled we will contact you to verify your ID, confirm your place and provide you with the Zoom login details

Email linda.ransome@communitysystems.co.uk or call 07858 407168

ZOOM PRIMER & INDUCTION	<p>This morning course runs at the beginning of the month to ensure everyone is able to access the course and complete the induction process before the course starts</p>
CUSTOMER SERVICE 2020 13/10/2020 -14/10/2020 17/11/2020 -18/11/2020 15/12/2020 – 16/12/2020	<p>This instructor led online course 2 day course covers the changes that service professionals need to be aware of in COVID 19 era. This programme focuses on three key aspects, the working environment, peoples' behavioural changes and health, safety and hygiene.</p>
SERVICE ACROSS CULTURES 24/11/2020 – 25/11/2020	<p>In this instructor led online course over 2 days, you will learn tips and techniques to help you provide a great service for all customers – from using appropriate gestures to avoiding the use of slang and jargon. We'll make you think about your cultural background and how that shapes your perception of others; and explore how this will help you improve communication, understanding and working relationships.</p>
INCLUSIVE CUSTOMER SERVICE 20/10/2020 – 21/10/2020	<p>This thought provoking instructor led course held over 2 days is aimed at providing great customer service to those with disabilities with a very strong focus on equality and inclusivity</p>
CIEH FOOD SAFETY 06/10/2020 -08/10/2020 08/12/2020 -10/12/2020	<p>This course reinforces the importance of food safety and provides learners with an understanding of how to identify and control food safety hazards in their own workplace. Offers the minimum standards for the food safety industry Recognises good practice as a food handler</p>
CIEH HEALTH & SAFETY AT WORK 10/11/2020 – 12/11/2020	<p>This course covers common hazards and how to control them. It will help you work more safely and be more aware of how your own actions can affect the health and safety of others. Understand your role and responsibilities in reducing risks and supporting health and safety in the working environment</p>