

Course Menu 2019/20

All courses are Free for Royal Greenwich Residents 19+

Email linda.ransome@communitysystems.co.uk or call **Community Systems on 0208 782 1770**

1) WorldHost™ Principles of Customer Service inc Social Media 2 days

Thurs 18th and Fri 19th July

Venue Gllab Woowich

(opposite Sainsbury's)

This is one of three award winning World Host courses. It is modern, interactive and energetic and will really help you learn and demonstrate the basic principles of great customer service. Awarded the London 2012 INSPIRE mark, it uses a mixture of activities, videos, scenarios and discussions, to give you all the skills you need to make your customer service skills stand out from the competition. It is relevant to everyone who is looking to work or progress within customer facing roles. **This updated course also covers the importance of Social Media with regards to Customer Service.** The tutor will also cover how to demonstrate your customer service knowledge and skills in job interviews.

2) WorldHost™ Customers with Disabilities

Dates to be advised

Work & Learn N Greenwich

This thought provoking and interactive day is specifically aimed at providing great customer service to those with disabilities. A very strong focus on equality and inclusivity this award winning course will help make your customer service skills stand out in an inclusive society. It is relevant to everyone who is looking to work or progress within customer facing roles.

3) WorldHost™ Service across Cultures –

Dates to be advised

Work & Learn N Greenwich

In this interactive and thought provoking day, 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. On your CV this will be attractive to employers who work with people from a wide range of nationalities and backgrounds - that is nearly all employers in London!

4) Frontline Management Solutions

Dates to be advised

Work & Learn N.Greenwich

Or

Gllab Woolwich

(opposite Sainsbury's)

When you apply for supervisory positions, you need to be confident that you can manage a team to deliver excellent service. One day, you're 'one of the team'; the next, you're supervising it – this requires a whole new range of skills, and making the transition isn't always easy. If you have had a career break, look at this as a refresher! Frontline Management Solutions will help you understand how to become an efficient and respected supervisor or manager. It covers all the most important areas from building teams to training, and uses exercises, practical examples and clear guidelines to give you the skills you need.