

Course Menu July to December 2018

All courses are Free for Royal Greenwich Residents 19+

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

WorldHost™ Principles of Customer Service & Social Media - (2 days)

Tues 9th & Wed 10th Oct

Thurs 15th & Fri 16th Nov

Tues 4th & Wed 5th Dec

@ Gllab Woolwich

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 **new updated 2 part 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.

WorldHost™ Customers with Disabilities (1 day)

Mon 8th Oct

Thurs 6th Dec

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.

WorldHost™ Service across Cultures – (1 day)

Friday 28th Sept

Wed 14th Nov

@ Gllab Woolwich

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!