

## Course Menu 2018

All courses are Free for Royal Greenwich Residents 19+

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### **WorldHost™ Principles of Customer Service & Social Media**

**Thurs 12<sup>th</sup> & Fri 13<sup>th</sup> April or**

**Thurs 17<sup>th</sup> & Fri 18<sup>th</sup> May or**

**Thurs 14<sup>th</sup> & Fri 15<sup>th</sup> June**

**@ 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)**

**Fri 27<sup>th</sup> April/Fri 25<sup>th</sup> May/**

**Fri 29<sup>th</sup> June**

**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)**

**Wed 11<sup>th</sup> April/Wed 16<sup>th</sup> May/**

**Wed 13<sup>th</sup> June**

**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!

### **Introduction to Food and Wine Service (1 day)**

**Thurs 26<sup>th</sup> April**

**Work & Learn N.Greenwich**

This course will give clients the confidence to apply for various front line roles in Food and Wine Service. The course starts by covering Legislation and Social Responsibility with regards to the sale and service of Alcohol and then moves on to common wine varieties, the most popular wines and how to taste wines. The course also shows how to prepare for differing styles of service, set up and clear tables appropriately, how to serve Red, White and Sparkling wines. The day ends showing clients how to apply for roles in Hospitality using the new ROTA app and other online resources