

CUSTOMER SERVICE | LEVEL 2 COURSE

1 4th February 2019 the Customer Service Course starts: The course is fully funded and is two weeks (10 working days).

2 14th February 2019 The Application Day:

Upon completing the course you will have a Level 2 qualification in Customer Service and we will even help you apply for a customer service role!

3 18th February 2019 Interview Day: If your course and application for the customer service role is successful you will attend an interview on site to get a feel for the role and the environment you will be working in.

4 After 18th February 2019: If you are placed into a customer service role after your interview we will check in with you regularly to check how you are finding your new role and offer you an additional fully funded Level 2 VRQ course in Understanding Excellence In Customer Service For Hospitality.

5 Endless Opportunities: There are endless opportunities to stay on, progress into a team leader role or even be placed into an apprenticeship with AIM Group Foundation.

ENTRY REQUIREMENTS

In order to participate in this course you must:

- Be committed and willing to learn.
- Have a good understanding of Maths and English.
- Have a good level of communication skills.
- Be eligible to work in the UK.
- Be unemployed.
- Be age 19+.
- Be claiming benefits.



COURSE BENEFITS

- ✓ Improve your CV with a NEW qualification.
- ✓ Guaranteed interview with SSP on completion of your course.
- ✓ Fully funded course.
- ✓ Opportunity to use your new skills in a great job role in Manchester travel locations including train stations or even at the airport.
- ✓ The chance to make friends and meet your potential future colleagues.
- ✓ The opportunity to undertake a second fully funded Customer Service course at Level 2 should you be placed into work.
- ✓ Receive great benefits working for SSP.

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ADDITIONAL COURSE INFORMATION

The Customer Service Course has been designed to prepare a learner for work in a customer service role or where using a telephone will be part of their role. The qualification covers:

- Supporting the Customer Service Environment
- Delivery of Effective Customer Service
- Self Management Skills
- Understanding Employment Responsibilities and Rights
- Preparing for an Interview
- Working in a Team
- Solving Work Related Problems
- Setting and Meeting Targets at Work

The course consists of the following units and qualifications:

- Level 2 in Customer Service
- Level 2 in Employability and Personal Development



JOB OPPORTUNITIES AFTER THE COURSE

Upon successful completion of your application you will be working for SSP; an established company in the hospitality industry who are investing in your future by giving you different opportunities to progress in your career.

Here's everything you need to know...

- ✓ There is a huge range of job roles available where you can do your Level 2 VRQ in Understanding Excellence In Customer Service For Hospitality and up-skill while you work.
- ✓ There are great transport links to Manchester Airport and train stations and car-parking is less than £10 per week.*
- ✓ AIM Group Foundation will be on hand to support you during the first 12 weeks of your employment with SSP.
- ✓ Working early morning shifts is a great way to make extra money!
- ✓ There are endless opportunities to stay on, progress into a team leader role or even be placed into an apprenticeship with AIM Group Foundation.

* across some sites only. Please enquire