



CUSTOMER SERVICE SKILL SET

How would becoming job-ready make them feel?



Let's support jobseekers to serve their purpose. Through this nationally accredited short-course, students will obtain skills and knowledge to enter the workforce confidently, it's training that delivers the goods.

COST

Customer Service	\$395
Hours	Full-time
Duration	8 weeks

The course is designed to be accessible, flexible and to support an individuals learning style. This includes a combination of:



Interactive online eLearning



Full trainer support



Simulated workplace



JOB OPPORTUNITIES

- Hospitality Worker
- Food & Beverage Service
- Guest Services
- Front-of-House Attendant
- Concierge



CUSTOMER SERVICE SKILL SET

The customer service skill set course describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service. It also covers how to solve customer problems and use techniques to deal with customer difficulties.

Study units include:

- BSBOPS304 Deliver and monitor a service to customers
- SIRXCEG002 Assist with customer difficulties

These units have been selected from BSB30120 Certificate III in Business (Customer Engagement)

To make a jobseeker referral

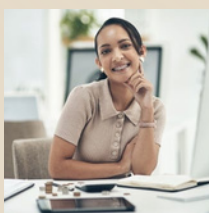
[CLICK HERE](#)

ENTRY REQUIREMENTS

Students will need the following to complete the courses successfully:

- An email address and access to a computer with internet connection
- Basic to intermediate computer literacy
- Complete a short language, literacy and numeracy test
- The ability to communicate and follow instructions verbally or written in English
- PDF reader software (eg Adobe Acrobat)
- Video conferencing software (eg Microsoft Teams)
- Obtain a unique student identifier (USI), for more information go to www.usi.gov.au

MORE WORKFORCE AUSTRALIA ACTIVITIES



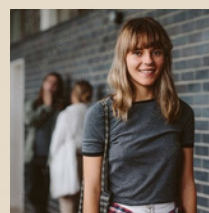
BUSINESS SKILL SET

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WORKREADY

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