

Awards for Customer Service Professionals & Managers for GoSkills Members



CUSTOMER 1ST
INTERNATIONAL

Online Awards in Customer Service

The Awards for Customer Service Professionals and Managers are tutor-led, online, accredited courses. They provide valuable customer service learning resources for individuals, managers and organisations in any sector. Both Awards take around 30 hours of online time for participants. Online times are to suit the individuals, and yet the whole learning group focuses on a specific set of customer service activities together, allowing deeper learning and application to the work environment through collaboration, ideas generation and the sharing of best practice.

The Awards are achieved through successful completion of Online Assessments, enabling participants to gain the fully accredited qualifications through the UK awarding body ASET.

Delivery Options for GoSkills Members

Both Awards may be delivered in a range of formats, to suit companies and participants:

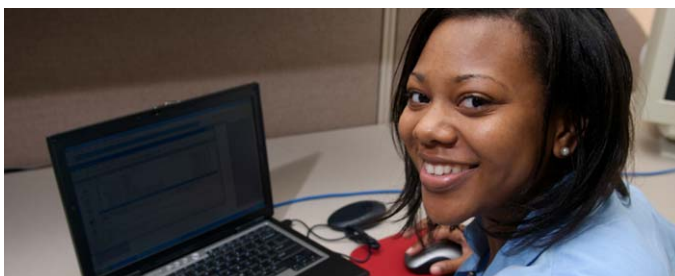
- 6 weeks part-time (5 hours per week), all-online with proactive online tutor support
- 10 weeks part-time (3 hours per week), all-online with proactive online tutor support
- 2 weeks intensive, all-online with proactive online tutor support
- 4 days intensive, with face-to-face trainer and online assessment



Please contact us to discuss the either of these Awards for your company, quoting your GoSkills Membership number.

Telephone: **01985 841070**

Email: stephanie@customer1st.co.uk



Some comments from recent participants:

- *"Very professional - First Class."*
- *"I would recommend this course to others. The main benefits are that it is a flexible, on-line programme, easy to use with excellent tutorial support."*
- *"Very useful. Much more interactive than*

any previous customer service course I've completed. The tutor focused on specific comments made in my contributions and asked thought provoking questions. The interactions with others were very timely and discussed real issues."



customer 1st for service excellence

www.customer1st.co.uk & www.customer1stlearning.co.uk

Customer 1st International Ltd
Bramblewood House
Longbridge Deverill
Wiltshire BA12 7DS UK

VAT Registration No. 810 8466 3