



Customer Service / Hospitality Course



Our fully-funded training course with recognised qualifications, will help increase confidence and will put you ahead of the competition, when applying for jobs in Hospitality or Customer Service.

As part of your training Premier Inn managers will attend to talk to you about the various roles in hospitality and customer service, how to successfully prepare for an interview, and career prospects in their industry.

City & Guilds Certificate in Customer Service

- Introduction to customer service
- The importance of appearance & behaviour in customer service
- How to apply legislation, regulation and organisational procedures in customer service
- Communicate effectively with customers
- Deal with queries and requests
- Working in customer service

Key Benefits:

- Learn how to improve customer satisfaction
- Identify your own skills & qualities
- Learn how to prepare for an interview
- Learn how to work within and support teams
- Gain professional advice on applying for work
- Level 1 Food & Hygiene & Safety Certificate
- Guaranteed Interview with Premier Inn

NCFE Award in Employability Skills:

- Understanding Mindset
- Managing Your Time
- Job Application Skills
- Understanding Customers

Customer Service Reviews 2022

' The lightbulb company have the tools to open a door for you, along with your own determination, passion, and motivation you can walk through that door and into an exciting new career.'

' Thanks for all your help, I loved the course with you last week. I actually miss the zoom calls with everyone. It was really enjoyable'

This programme is delivered remotely via daily interactive Zoom sessions across two weeks over seven days, completing workbooks as you go with 1-2-1 tutor support. You will need access to a laptop/PC with a camera and have Microsoft Office installed and be available from 9.30am to 2.30pm on training days.

Course dates:

- Week 1 - 4 x days - Mon 10th to Thurs 13th October
- Week 2 - 3 x days - Mon 17th to Wed 19th October

To book your place on the course, or if you have any questions, please call Stuart 07375 661914 or referrals@thelightbulb.net