

INTRODUCTION TO

Customer Service

This short course will help you gain the skills and confidence to work in service jobs like sales and retail.

You will study five units from an accredited Retail Services qualification (SIR20216 or SIR 30216). The course will teach you how to communicate and work effectively and safely in a customer service environment. You will learn about Australian workplace health and safety issues and improve your oral communication skills.

This course helps prepare you for entry-level work or higher level study in sales and retail, food service and other hospitality roles.

WHERE

4Cs Cottage
28 Croydon Street
Lakemba

WHEN

Mondays, 9:30am – 2:30pm
29 July 2019 until 21 October 2019
10 sessions (*no classes during school holidays*)

THIS FREE! COURSE IS GOVERNMENT FUNDED AND ONLY FOR PEOPLE WHO:

- Receive eligible Centrelink payments or have other difficulties accessing training
- are 15 years or older and have left school
- live and work in NSW
- are an Australian or New Zealand citizen; permanent resident; humanitarian visa or bridging visa holder
- have (or are willing to get) a Unique Student Identifier

Hurry!

Limited places still available

To enrol, pick up a form at Canterbury City Community Centre or contact us on the number below.

You must bring these documents to enrol:

- Australian passport or citizenship document or foreign passport and visa documents or travel document or Immicard
- Centrelink card or benefits letter
- NSW Driver's License or NSW Photo ID
- USI number (Unique Student Identifier)

FOR MORE INFORMATION PLEASE CALL...

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Offered by Sydney Community College (RTO # 90054) in partnership with Canterbury City Community Centre

SYDNEY COMMUNITY COLLEGE

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 **Canterbury City Community Centre**
Community Building Community

THIS TRAINING IS SUBSIDISED BY THE NSW GOVERNMENT