



## Customer Service

Free training and apprenticeships in customer service



Want to get training and work experience in customer service to help you get into work? Interested in earning while you're learning?

# CITY GATEWAY

Connect

Engage

Train

Work

# Customer Service Courses

Customer service focussed training and apprenticeships aimed at giving you the qualifications and experience you need to get into work – accredited qualifications in customer service alongside sessions on job skills, IT and personal development.

The courses are run in partnership with HSS Hire who offer professional training and placements within their branches. City Gateway also has links with a range of other local businesses and runs a number of social enterprises, giving you the opportunity to get involved in a varied range of work places, meet professionals and get real work experience.

## Export: Customer Service Pre Apprenticeship Courses:

- Employability & personal development
- Accredited Level 2 qualifications
- Information, advice & guidance
- Short 10 week, part-time courses
- £30 per week training allowance



## Customer Service Apprenticeships:

Earn, learn, gain qualifications. A direct progression from our Export courses, continue training in customer services whilst getting experience by undertaking paid work placements.

- NVQ Level 2 qualifications
- Additional IT training
- Mentoring & progression support
- Minimum 16 hours per week
- £20 per day placement expenses

To sign up or ask questions contact Nigel Dean: [nigel@citygateway.org.uk](mailto:nigel@citygateway.org.uk), 020 7247 2202. Find out more at [www.citygateway.org.uk/youth](http://www.citygateway.org.uk/youth)

The courses take place at the Montefiore Centre, Hanbury Street (E1 5HZ), 5 minutes walk from Whitechapel Station and just off Brick Lane.