



Customer Service Routeway

If you want to work in customer service, we can help.

We're offering a two week programme with a level two customer service qualification and live job vacancies to apply for, with guaranteed interviews.

thirteenplus



Get a customer service qualification

Course content

The customer service course includes:

- customer service ethos
- dealing with customer problems and complaints
- presentation skills
- building a career portfolio
- CV development and application form completion
- interview techniques
- employer-based assessments
- guaranteed interviews for live job vacancies.

Who is eligible

To be eligible for the course, you should be aged 16 to 24, not in employment, education or training, and live in County Durham.

Course dates

The course runs every month in various venues across County Durham and the surrounding areas.

How to get involved and refer

You can get involved in the course or refer people you work with by:

- email: durham-routeways@thirteengroup.co.uk
- visit: www.thirteengroup.co.uk/DurhamRouteways
- tel: **Gary Keen 07764 695 631** or **Susan Borrow 07816 070 370**

We also run a course to help people get into the hospitality industry. For more details, please get in touch using the above contacts.



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