



# Customer service QUALIFICATION

Customer Service is a useful skill to have in many working environments such as business and the retail sector (other opportunities are available, please enquire in the Hubs).

## Course details

- Start date: 21 January 2019
- 12:30-15:00
- 7 weeks
- Free for eligible learners

Contact the team in one of the Employability Hubs or telephone 0208 550 2398 to book a place.

Places are only available to those attending the Employability Hub or an Employability workshop.

Employability **HUB**  at Redbridge Institute

**Every Monday**  
09.30am - 11.30am  
**Venue:** Redbridge  
Institute, Gants Hill  
**Tel:** 020 8550 2398

**Every Wednesday**  
09.30am - 11.30am  
**Venue:** Mildmay  
**Tel:** 020 8514 0569

**First Thursday every month**  
09.30am - 11.30am  
**Venue:** Hainault Forest  
Community Association  
**Tel:** 020 8550 2398

Employability Hubs are term time only

# Employability workshops

## CV writing

A winning CV is the first step in looking for work. We'll show you how to produce a CV that will make you stand out from the crowd.

## Application forms and personal statements

No one likes filling in forms but do this right and you're one step closer to an interview and a job. You'll learn how to make the best of this opportunity.

## Preparing for interview

Your CV's worked. Your application form is perfect. Now it's time to shine. We'll teach you how to prepare for an interview and show an employer that you're the right person for their job.

## Workshops dates

Workshop	Date	Code
CV Writing	Monday 12 November 2018	FH8713
Application forms and personal statements	Monday 19 November 2018	FH8714
Preparation for interview	Monday 26 November 2018	FH8715
Interview Practice	Monday 3 December 2018	FH8725

Workshop	Date	Code
CV Writing	Monday 4 March 2019	FH8716
Application forms and personal statements	Monday 11 March 2019	FH8717
Preparation for interview	Monday 18 March 2019	FH8718
Interview Practice	Monday 25 March 2019	FH8726

Contact the team in one of the Employability Hubs to book your place.

Employability **HUB** 

**Redbridge  
Institute**  
community learning  
and skills