

During this course, you will:

- Gain a SQA Level 3 Customer Service Award & Understanding Industry qualification
- Receive support with mock interviews, 1:1 advice and further employability support
- Learn how to provide excellent Customer Service
- Practice various roles and responsibilities within the sector
- Become confident on reception and answering any customer queries or dealing with complaints
- Gain knowledge on food and drink preparation
- Obtain experience working with customers

This 2 week course will take place at the Recruitment and Skills Centre, Fort Kinnaird. The 2nd week includes a short placement which will be held at The Original Rosslyn Inn, Midlothian.

For more information, you can attend our Information Session on 25th of January at 10 - 11am:

<https://www.eventbrite.co.uk/e/510577279387>

To register your interest, please complete the referral form and email it to:

trainingacademy@capitalcitypartnership.org