

SHORTCOURSE

ASPIRING SUPERVISORS IN CUSTOMER SERVICE

Study With Axial Training Whilst At School To Get The Skills and Succeed



Students can build the confidence and competencies required to work in customer service with this specially designed online short course from Axial Training. Successful students will be equipped with essential skills for entry-level positions through to supervisory roles, and business operations positions. This course covers key competencies for customer service, ensuring they gain widely sought after foundational skills. Throughout this short course, students will develop their knowledge of workplace operations, learn how to deliver quality customer service and refine their ability to work effectively with teammates and managers.

This course is delivered online with full trainer support.

Study Mode	Online
Duration of Course	Self paced
Total Units	6



Course Skill Sets

- > BSBSSO0033 Aspiring Supervisor Skill Set
 - BSBFLM305 Support operational plan
 - BSBFLM312 Contribute to team effectiveness
 - BSBFLM303 Contribute to effective workplace relationships
 - BSBFLM306 Provide workplace information and resourcing plans

- > SITSSO0036 Customer Service
 - SITXCCS006 Provide service to customers
 - SITXCOM002 Show social and cultural sensitivity

Use this course as an employment pathway as a:

- > Customer Service Attendant
- > Administration Assistant
- > Office Assistant
- > Junior Office Clerk

AXIAL™ TRAINING

- in schools

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