

SKILLS FOR JOBS



TRIBAL

FREE CUSTOMER CARE AND HEALTH & SAFETY TRAINING

The training has been designed to provide essential knowledge and understanding of health and safety and customer care for employees in any sector of business, whether manufacturing, commerce, public sector or service industries.

<p>Customer Care Tuesday 2nd March 2010 (10am – 4pm) <i>Topics include</i></p> <ul style="list-style-type: none"><input type="checkbox"/> How to make a favourable first impression.<input type="checkbox"/> How to make positive contact and build rapport with a customer face to face or on the phone<input type="checkbox"/> How to listen effectively <p>Techniques employees can use to solve problems</p>	<p>Health & Safety in the workplace Wednesday 3rd March 2010 (10am – 4pm) <i>Topics include:</i></p> <ul style="list-style-type: none"><input type="checkbox"/> Workplace health<input type="checkbox"/> Safety and Welfare<input type="checkbox"/> Health and Safety law<input type="checkbox"/> Prevention of accidents,<input type="checkbox"/> Protective equipment<input type="checkbox"/> Risk Assessment <p>CIEH Accredited - to achieve the certificate you have to complete a multiple-choice exam</p>
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Skills for Jobs is open to anyone who meets the following criteria:

- Unemployed
- Employed and working no more than 8 hours per week
- UK resident with a 'Right to Work'
- Aged 16 plus

For further information on the course, or to book a place, ask a member of staff at **Golden Opportunity Youth Association** Resource Centre **Featherstone Terrace**
Southall Middx UB2 5AL
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