

Customer Service Video Transcript

[Joel] Currently studying Customer Service Level 2 at Greenbank.

The reason why I like it here is because the staff help me to get into work and get all the skills I need in order to get a job.

The skills I need for this particular role is obviously interpersonal skills, where I interact with other people, especially customer that come in and out of the department.

[Lili] That I'm a lot more confident when I do stuff like the desk. Confidence to answer the phone and speak to other people.

I'm doing Customer Service Level 1.

[Joel] I get support when I need it, so basically, when I need help I can ask the teacher to give me a hand whenever I need it.

[Lili] Personally, I think the support is good. The teachers help a lot with work that needs to be done.

[Joel] I have a Supported Internship at the Women's Hospital on Wednesdays. Basically, in the Internship I am in two different departments. On Wednesday, I am in Clinical Coding and on Thursday I am in Learning Development.

In the future, this course will take me to being a Customer Service Assistant.