



London Borough of Hounslow

Hounslow Adult & Community Education Course Information Sheet

Course Title	Course Code	Day/s	Time	Start Date	End Date
Job Application Support - Customer service and retail	MZ335OIA	Wednesday & Friday	6-8pm	23/09/20	16/10/20

You will track your progress by accessing your online learning plan (ILP), at the start and at the end of the course. You will respond to questions and feedback in the Google Classroom.

By the end of the course you will be able to:

- Answer the employers' questions and ask questions at interview
- Understand the retail and customer skills needed to succeed in the workplace
- Understand how to communicate with customers and answer customer queries
- Understand the differences between face to face, email and telephone communication with customers
- Understand how to complete an online and physical job application form

What is required to attend the course?

- Your existing CV

Technical Requirements for our Online Courses:

- Access to internet with camera and microphone.
- You must know how to independently access Google Suite Apps - access to a Chrome Browser or Download Phone Apps to access Google Meet, Google Classroom and Google Docs.
Link to download Chrome: <https://www.google.com/chrome/>
- A **hace.ac.uk** account – which will be created after enrolment if you do not have one. You will be sent the Log in Details to this NEW Gmail account the next day (initial password: Hounslow1).
- You must check your hace.ac.uk regularly and accept the invite to Join the Google Classroom a day before your class starts.

This course might be free/discounted for you please check your eligibility here:

- <https://www.hace.ac.uk/courses>

After this course you will be able to:

- Enrol onto another Adult Learning course.

Who can I contact for further information?

- For employment support, please visit <http://www.hace.ac.uk/employment-support>
- For more information please call 0208 583 6000