



Tuesday 13th November

## **Customer Service - Front Line Staff**

Topic's covered:

Body language and facial expressions

Effective listening skills

Understanding what the customer wants

Dealing with difficult customers

**13.11.2018**

**10:00 to 14:00**

**Community First  
Fareham**

163 West Street  
Fareham

**PO16 0EF**

**£55 Voluntary  
£90 Private**

Want to book a place?

Contact

**Community First**

**01329 223 155** or

**01730 777 059**

or email

**[bookings@cfirst.org.uk](mailto:bookings@cfirst.org.uk)**

You can book online at:

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Limited places available