



CUSTOMER CARE & PAYROLL



**New
Course
Starting
November
2011**

**Information Morning, Wednesday 19th October @ 10am
or
Information Evening, Thursday 20th of October @ 7pm**

**Please Call 01 8417763 to book your place
Adult & Further Education Service,
Sarsfield House, Mill Street, Balbriggan**

Transforming Ireland

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EUROPEAN SOCIAL FUND
"Investing in your Future"





CUSTOMER CARE & PAYROLL

New FETAC 4 Major award offered by Adult & Further Education Service, Balbriggan

Course Content:

- Customer Service
- Communications
- General Office Skills
- Payroll (Manual & Computerised)
- Personal Effectiveness
- European language
- IT
- Maths

*The modules on offer are accredited at FETAC levels 4 & 5.
Modules may vary depending on the needs of the group.*

Who is the course aimed at?

This is a very exciting and interesting course suitable for those wishing to pursue a career within the customer service sector. Good customer service is the life blood of any business. The key to a company's success is positive frontline personnel, helping to create repeat business. The course will enable participants to gain the knowledge and skills that will give them the opportunity to access further learning opportunities and to explore employment opportunities in the sector.

Career Options/ Progression Paths

Further learning opportunities may include:

- ✓ Retail Studies FETAC Level 5

Employment opportunities may include:

- ✓ Retail outlets
- ✓ Reception (general business, hotels, clinics, etc.)
- ✓ Call Centres
- ✓ Office work

Note: The Payroll (Manual & Computerised) module may help secure a supervisory role within the sector.

Who can apply?

This course is fully funded for people in receipt of a social welfare payment, and/or who have a medical card. It is also funded for people who left school early without completing second level education (Leaving Certificate or equivalent). Fees will apply to all other applicants, please contact our centre for further details.

What do I do if I'm interested?

If you are interested in this course please call the Adult & Further Education Service Balbriggan on **01 8417763** to book your place at the information evening or morning. All applicants will be screened and interviewed for a place on this course. This course is full-time from November 2011 to June 2012.