



Keeping Excellence
In Training Standards

Level 2 & 3 Customer Service

Apprenticeships are an excellent way to gain a nationally recognised qualification, get practical 'hands-on' work experience and valuable skills, all whilst earning a wage. Not only that, but you will also get the skills and knowledge employers need and a gateway to new opportunities.



Keeping Excellence
In Training Standards



Why do an apprenticeship?

Apprenticeships give you experience in the working world and shows employers that you can 'hit the ground running'.

Hands-on training gives you a real chance to put your skills into practice and helps you to gain more confidence in a working environment.

You earn while you learn. You'll be paid an Apprenticeship wage by your employer, which will include your training.

Choice. You can begin to specialise in your area of interest straight away, alongside the basics of animal care work.

Apprenticeships offer a varied learning experience. You won't have to spend all your time studying; most of the time you'll be learning while you work and learning from others in your industry.

What could you do?

- Customer service advisers
- Account managers
- Call centre operatives
- Direct sales advisers
- Client services

You could find yourself working in a variety of roles and in different settings, all needing customer service expertise:

- Retail (including online)
- Sales department
- Customer service department
- Reception
- Recreation & sports
- Business & client services

Would this suit you?

Are you confident interacting with people? Can you advise and guide your customers?

Customer service is a great foundation for any career and is relevant to most job roles: retail, call centres, hospitality, and recreation are only a few examples.

All businesses have customers, all of which need to be happy to stay or return!

You'll not only improve your customer service skills, but also gain experience within a real business sector.



Send us an Email

info@keits.co.uk



Give us a Call

0208 327 3800



@KEITS_Training



@keitstrainingservices



KEITSTraining



KEITS Training Services Ltd



@KEITStrainingservices

There is likely to be a lot of competition for job roles and Apprenticeships. Kick-start your animal care career with an employer that invests in you, check out the vacancies on our website or social media pages.

Getting that Apprenticeship

Securing your apprenticeship will often involve a recruitment process and these can be very competitive, with many applicants chasing one position. CVs, applications, and interviews advertise your value to their business.

This is your chance to convince the employer that you are the right person for the job; selling your skills, demonstrating passion and making sure they know what you can bring to their business.

Some hints...

Check for spelling and grammatical errors. If you are careless on your application, what's to say that you won't be careless at work?

Draft your application offline in Word and save it. You can spell check, have a copy saved and, if there's a problem, you don't have to start all over again! Save or print out the finished form - you will then have a record of what you've written for your interview which you can adapt for future applications. Check for each job role and adapt to suit.

Before you start you should check...

Is it feasible? Can you get there every day? Can you work the hours? Do you have to work late nights or weekends?

Is it realistic? Will you be happy working outside in winter? Can you cope with early mornings? Do you have the skills and knowledge they are looking for?

Find out as much as you can about the business. What does the business do? Who are their customers? Can you see yourself working there day-in-day-out?

Selling yourself...

Plan what you are going to write. What skills, qualities or experience have they asked for in the advert and/or person specification?

What are your strengths? Why do you want this job? How do they link to the role? Think and plan. Look on websites for advice: monster.com or National Careers Service for example.

If you don't have much experience yet - think about transferable skills you have and that all businesses need: customer service, IT and team working etc.

What other experiences do you have that can link your skills to the job role? Are you member of a club, or were you at school? Do you volunteer or help anywhere? Where possible, use examples to back up statements.

Whatever you write or say... Prove it!