

### **Warehouse Course Including Fork Lift Training**

**Induction date:** 27/09/2024

**Course dates:** 30/09/2024 – 22/10/2024

**Location:** Dearne Valley College

**Duration:** 3 weeks (classroom-based learning)  
on completion of the course learners can choose either;  
counter balance of reach truck training

### **Course Content:**

#### **Level 2 Certificate in Customer Service**

Delivery of effective customer service

- The principles of customer service
- How customer needs and expectations are formed
- The principles of responding to customers' problems or complaints
- The interpersonal and team working skills required in the customer service environment
- The legislation which supports the customer service process

Supporting the customer service environment

- The practical skills required to deliver effective customer service
- How to meet customer needs and expectations
- Communicate effectively with customers

#### **Level 2 Certificate in Retail Knowledge**

- Understanding customer service in the retail sector
- Understanding the retail selling process
- Understanding how individuals and teams contribute to the effectiveness of a retail business
- Understanding how a retail business maintains health and safety on its premises
- Understanding security and loss prevention in a retail business
- Understanding the control, receipt and storage of stock in a retail business

#### **Level 2 Certificate in Warehousing and Storage Principles**

- Receive and store goods
- Process orders and dispatch goods
- Deliver effective customer service
- Health, safety, security and legislation
- How to be an effective team worker

**Once this is completed you will be referred to the forklift training provider based @ Manvers to gain an ITSSAR accredited qualification**

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