

Warehouse Course Including Fork Lift Training

Induction date: 02/10/2024 & 04/10/2024

Course dates: 07/10/2024 – 25/10/2024

Location: North Notts 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 @ Mansfield to gain an RTITB accredited qualification

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