

acorn TRAINING

In partnership with Greater Lincolnshire Combined County Authority

Retail & Customer Service Course Bundle

Gain Two Level 1 Qualifications in Just Two Weeks!

Course Length: 10 days | **9:30am - 3:00pm** | **Face-to-Face Delivery**

What will you learn?

Level 1 Customer Service

Develop the knowledge and skills needed to provide excellent customer service, including:

- Understanding customer needs and expectations
- Effective communication skills
- Working in customer-facing environments
- Building positive customer relationships
- Understanding legislation that supports customer service
- Delivering high-quality customer experiences

Level 1 Retail

Prepare for a role within the retail by developing:

- Knowledge of the retail sector
- Understanding the customer journey
- Sales and merchandising principles
- Teamwork and workplace communication
- Problem-solving and customer interaction skills
- Confidence for employment within retail environments

Course benefits

- Gain two recognised Level 1 qualifications
- Develop skills valued by retail and customer service employers
- Improve confidence and communication skills
- Enhance employability and workplace readiness
- Learn from home through live online sessions
- Explore progression into employment, apprenticeships or further learning

Are you eligible?

To join this programme, you must:

- Be aged 19 or over on 31 August 2026
- Be unemployed, or earning less than £26,800 per year

Ready to take the next step?

Contact Acorn Training today to find out more and enrol today!

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