



## Customer Service Skills

Visit a retail site and learn from employers what customer service skills they need and how you can develop great skills.



### A course to develop your skills in:

- Communicating with customers
- Developing great customer service
- Being part of a team
- Dealing with difficult customers

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[www.ballaratnc.org.au](http://www.ballaratnc.org.au)



Skills for study  
work and life

**We enrich our community by providing opportunities to connect, participate and learn**

**Length:** 5 hours - 2 sessions

**Eligibility:** Visit the website for details.

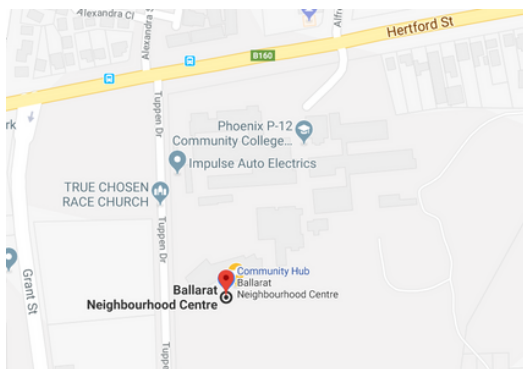
**For dates, times, costs and prerequisites refer to the BNC Course Timetable.**

### Discover Learn Local

We provide education and training programs designed to meet your learning needs. As a registered Learn Local we help you return to study, become work ready, improve your skills or learn something new.

### Find us at the Ballarat South Community Hub

11 Tuppen Drive, Sebastopol



**Ballarat Neighbourhood Centre  
PO Box 540W, Ballarat. 3350**