



CUSTOMER SERVICE ESSENTIALS

2 - DAY WORKSHOP | HANDS-ON PRACTICAL SKILLS

Learn how to:

- **Handle customers confidently in retail stores**
- **Deliver friendly, fast service in hospitality**
- **Build strong communication and teamwork skills**
- **Master basic barista skills for coffee and drinks**
- **Choose your path: Hospitality or Retail or both!**

BONUS

- **Resume tips & interview prep**
- **We get you ready to shine**
- **Hands-on activities to get job-ready**
- **Build confidence with hands-on practice**
- **Support to explore career options**



Why Join?

- **Fun, fast, practical - not your usual boring course**
- **Real skills for real jobs in cafés, shops, and more**
- **Build confidence and open doors to work**

BELIEVE.ACHIEVE.SUCCEED