

The Event Academy

Customer Care

Free two-day programme for young people aged 16+

Develop customer service skills you will use again and again.

Apply now using this form <https://forms.office.com/r/D0UQJ8yEU7>

If you have an interest in people and a friendly, outgoing personality – we need you! Learn the customer facing, “front of house” skills used across the events industry and beyond by working directly with the public, delivering summer programme activities at Aberdeenshire Farming Museum, Aden Country Park, Mintlaw.

What will you learn? An introduction to customer service skills -

- How to know your customer
- How to communicate effectively with customers
- How to present yourself professionally
- How to deal with difficult situations
- How to resolve problems with a positive outcome

You will also develop transferable skills and attributes useful for future employment, training and volunteering:

- Teamwork
- Communication
- Time management
- Planning for a public event
- Confidence when dealing with customers

Do I get accreditation?

- Yes – you can complete a Dynamic Youth Award, an SQA level 3 qualification.

By committing to the Customer Care programme you are also able to:

- Include volunteering on your CV
- Use the Customer & Commercial Services Officer as a reference in future
- Develop further by putting yourself forward for other volunteering opportunities with the Arts and Heritage team

This is a two-day commitment and will run three times in July 2021 as follows:

8th-9th July, 15th-16th July and 22nd-23rd July.

Contact alison.brodie@aberdeenshire.gov.uk with any questions