



HEART TRUST/NTA CAREER DEVELOPMENT SERVICES UNIT




Let's Talk... **CAREER**

TVET Revolution: Emerging Occupations. Technical & Vocational Education Training (TVET).
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Theme: Customer Service

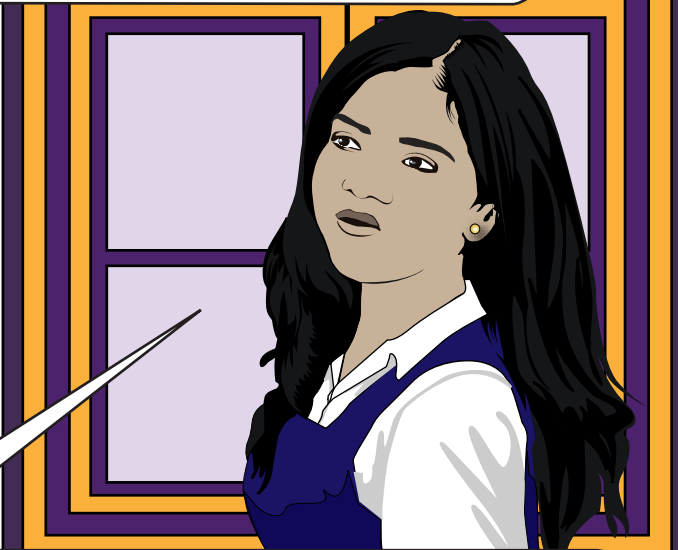




Sorry to hear that Kerry, that wasn't very nice of her at all. I find there are a lot of Jamaicans who don't know what it means to give good customer service



Yes that's true. It's almost like they don't understand that if they don't treat their customers well, they will tell other people about it, and they won't come back!




And then when that happens, the company will go out of business and people will lose their jobs.



But what can we do to learn better customer service?

Well it would be good to get certified and learn the proper way to treat customers. Like when someone walks in to a store, they should at least ask how they can help.

Where can they learn that though?



Well HEART Trust has customer service programmes at a number of their institutions across the country.



I think once you do one of the courses you should be able to work anywhere. After all, every job requires some type of customer service.

Yes! Even if you're only dealing with your co-workers, that requires a level of customer service too. You don't want them to not like you.



You're so right. Hey, I wonder what else Mrs. Brown can tell us about customer service training.

Yes let's ask her.



BELL RINGS