

Employment training on offer at Fort Kinnaird next week

Anyone aged 16 to 24 years-old can apply for a one week long retail and customer service course being run at Fort Kinnaird from Monday 11 March.

Everyone who takes part and completes the course will receive the Customer Service: Principles and Practices Award at SCQF Level 5.

For more information or to register, individuals should contact the team at enquiries@rscfortkinnaird.co.uk or call 07934485859.

Every participant will get the opportunity to speak to employers at Fort Kinnaird about the possibility of joining their teams.

Kenny Hall, Integrated Employer Engagement Manager at Fort Kinnaird Recruitment & Skills Centre, said: "Our Retail and Customer Service course aims to support young people in the local community into roles within the fast-paced, exciting industry that is customer service.

"Not only does the course offer the opportunity to learn new skills and grow in confidence, but those who complete it will take home a formal qualification to set them apart when applying for future roles."

Liam Smith, Centre Director at Fort Kinnaird, said: "Courses like this one at our Recruitment & Skills Centre are so

valuable in helping individuals to grow in confidence and capability.

“It’s also a great opportunity for young people to build their network and meet with retailers from across the centre, so I’d encourage anyone in the local area looking for a new opportunity to get involved and kickstart their next adventure!”

Retail and Customer Service course



Are you looking for work? Are you a young person between 16 and 24 years old?

**Make your CV shine,
take your skills to
the next level!**

Fort Kinnaird Recruitment & Skills Centre is delivering a one week Retail and Customer Service course, offering the accredited training and support you need to get a job at Fort Kinnaird.

The course starts on Monday 11th of March 2024. You will learn about:

- effective communication and listening skills
- how to create a good impression with customers
- dealing with customers' needs (including customer dissatisfaction)
- the importance of good customer service to organisations

**If you successfully complete the course, you will achieve
Customer Service:
Principles and Practices
Award at SCQF level 5**

You will also have a unique chance to speak directly with Fort Kinnaird employers about their up coming jobs and opportunities

To register or to find out more information about the course, please contact us at: enquiries@rscfortkinnaird.co.uk or call 07934485859

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