

## ESOL into Customer Service

Are you looking to start a career in  
retail or get in to volunteering?

This tailored ESOL into Customer Service course will  
build your skills, develop your language skills and  
enhance your CV.

**You will learn:**

- key vocabulary and phrases
- using appropriate body language
- telephone skills
- problem solving
- writing emails

**Next Steps:** volunteering, work in retail,  
customer service, or hospitality, further learning  
and accredited courses.

**COURSE DETAILS:**

Duration: **6 weeks**

Day: **Tuesday**

Start Date: **6/1/2026**

End Date: **10/2/2026**

Times: **9.30am-12.00am**

Location: **Daw Bank**

This course is suitable for  
ESOL Entry 2+ learners.

**Must be 19+ Free to those  
who meet eligibility criteria**

Contact us on 0161 474 5801 or email us  
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