

**This apprenticeship focuses on the services we provide to customers. Customer services are found in organisations across all sectors. The nature of the work can vary, but typically involves dealing with customer enquiries, solving problems, handling complaints, selling products and taking orders. You could also be the first point of contact for visitors to the organisation.**

This apprenticeship is for anyone who is looking for (or is already working in) a career in an environment that involves serving customers. The ideal candidate would be well presented, a good communicator, a 'people' person, passionate about providing good service and have a warm personality.

## What qualifications can I study for?

Through a Hoople apprenticeship, you can study for a City and Guilds Level 2 or Level 3 in Customer Service. You will also receive help with your functional skills (maths and English) if you don't already have good GCSEs in these areas.

## What job opportunities are there for people who have these skills?

Opportunities in customer service exist across a wide range of industries. There are many options and possibilities for progression in sectors such as retail, catering, travel, tourism or in a general office environment.

Although apprenticeships do not provide you with a guarantee of employment when they end, many employers do decide to retain their apprentices. Whatever happens, apprenticeships will open the door to many career opportunities.

