



TRANSITION YEAR

Customer Service Excellence

CERTIFIED TRAINING



TY Students:

The Customer Service Excellence Certified Course for Transition Year Students prepares students for work placement and successful completion results in a CSEI Certificate which will enhance both the students CV as well as future work opportunities through increased ability and confidence.

We are hosting our one-day professional skills course in St. Gerald's that will give your students an advantage in the professional world by providing them with interpersonal skills that are proven to work and prepare them for work placement. CSEI's Transition Year Programme works in the training and development of students to be adequately prepared for the real world using the same training content and techniques we use in corporate environments every day.

Customer Service Excellence Ireland (CSEI) was launched in 2013 as both a Training and Recognition programme. The programme is endorsed by Enterprise Ireland and they are accredited members of the Irish Institute of Training and Development and deliverers of content for the Irish Management Institute.

We are presently working with over 40 businesses and organisations across multiple sectors and industries that recognise the need for constant training and up-skilling their employees, including The Cliffs of Moher Visitors Attraction, Aurivo (formerly Connaught Gold), multiple companies within the retail & hospitality sectors as well as multiple schools across the country.

In order to keep this as reasonable as possible, the cost per student is €20 - this includes a full day of training, a CS workbook and a personalised Certificate of Excellence.

If you wish to enrol in this workshop please complete and submit form sent to your google apps school account along with the payment of €20 which can be paid to school Secretary or via the St Gerald's Website (www.geralds.ie) **There are 25 places for this course, so book now!**

Kind Regards,

Charlie Boyle & Sean O'Reilly
of Customer Service Excellence Ireland
IITD Certified Trainers

"We would like to thank you for your enthusiastic, interactive workshop delivered to our TY students . Your approach, content, practical element, evaluation of that practical element and finally certification is invaluable to our students. We are proud to be associated with CSEI and intend to run the programme again next year."- Catherine Cooke Harkin TY co-ordinator St Columba's, Stranorlar

"I enjoyed the whole course and it helped very much in my work experience. I hadn't appreciated the importance of customer service and I do now." - Student, Rosses Community School

"I found this course really interesting. I learned a lot about how important communication is in providing customer service. The fact that we were measured as part of our work experience made me determined to get the certificate." - Student, Deele College



FOR FURTHER DETAILS CONTACT US ON:

Tel: 087 119 2384 | Email: sean@cseireland.ie | Web: www.cseireland.ie