



Please return the form to:

Jaycees Pcs Ltd

46 Gateford Road

S80 1EB

## **JCPC free 8 week course application**

NAME:

DATE OF BIRTH:

ADDRESS:

CONTACT NUMBER

EMAIL ADDRESS:

In this 8-week course, you will learn the following:

- Understanding the basics of customer service
- Meeting & greeting customers
- How to create a positive customer service experience
- How to add value
- Dealing with customers
- Help & advising
- Problem solving
- Products and knowledge
- Fault finding
- Recording data on internal software system
- Epos system (electric point of sales)
- Virus removal
- Windows reinstallation
- Drivers/software installation
- Deconstructing a computer and analysis of components
- Full system build from scratch
- Component installation
- Operating system installation
- Confidence & experience on system administration

Tell us a little bit about yourself: