PASSPORT TO RETAIL

UNIT 1: CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER SERVICE DESK

CUSTOMER SERVICE
ELEMENT 3: THE CUSTOMER SERVICE DESK

SESSION 1:

FFING STRUCTURE

O SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
[illegible]	[illegible]	**1_303** - [illegible] **1_304** - [illegible]

[redacted]

SESSION 4:
JOB DESCRIPTION EXPLORATION

ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
[illegible]	[illegible]	1_305 - [illegible]