



PASSPORT TO RETAIL

UNIT 1: CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER
SERVICE DESK

CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER SERVICE DESK

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



SESSION 1:

SESSION 1:		

OFFERING STRUCTURE

COURSE SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>1.300 - ...</p> <p>1.301 - ...</p> <p>1.302 - ...</p> <p>1.303 - ...</p> <p>1.304 - ...</p> <p>1.305 - ...</p> <p>1.306 - ...</p> <p>1.307 - ...</p> <p>1.308 - ...</p> <p>1.309 - ...</p> <p>1.310 - ...</p>	<p>1.300 - ...</p> <p>1.301 - ...</p> <p>1.302 - ...</p> <p>1.303 - ...</p> <p>1.304 - ...</p> <p>1.305 - ...</p> <p>1.306 - ...</p> <p>1.307 - ...</p> <p>1.308 - ...</p> <p>1.309 - ...</p> <p>1.310 - ...</p>	<p>1.303 - ...</p> <p>1.304 - ...</p> <p>1.305 - ...</p> <p>1.306 - ...</p> <p>1.307 - ...</p> <p>1.308 - ...</p> <p>1.309 - ...</p> <p>1.310 - ...</p>





SESSION 4: JOB DESCRIPTION EXPLORATION

ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Handwritten text in the first column, which is mostly illegible due to blurring. It appears to contain several lines of notes or instructions related to the learning activities.</p>	<p>Handwritten text in the second column, also illegible due to blurring. It likely lists the learning outcomes for the session.</p>	<p>Handwritten text in the third column, including the number 1.305 in green. The text is illegible due to blurring but likely refers to specific resources or differentiation strategies.</p>