

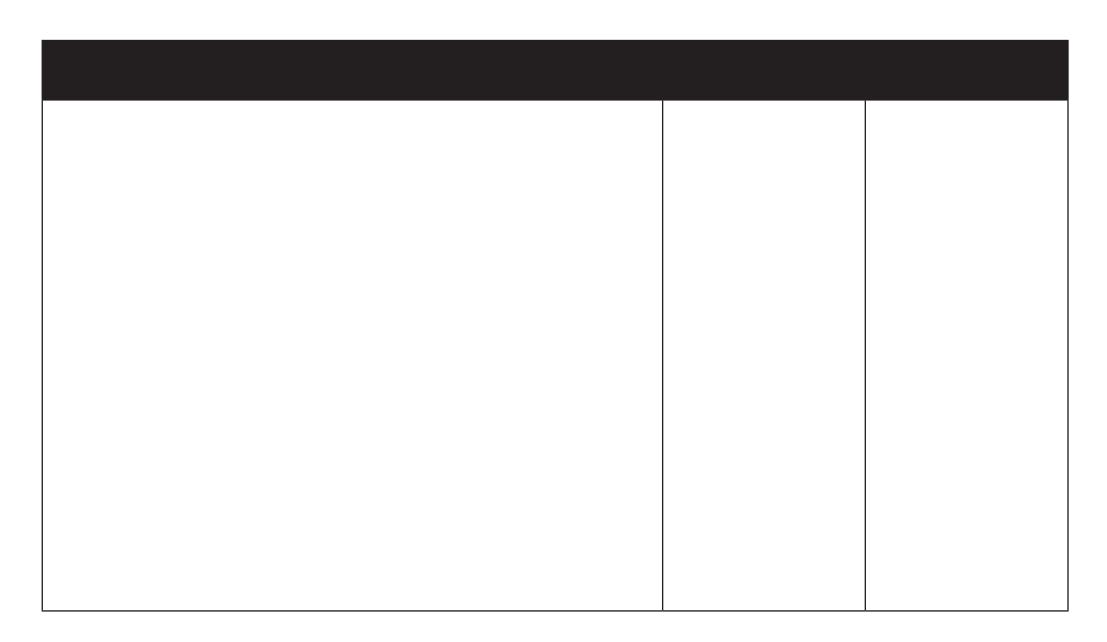
PASSPORT TO RETAIL

UNIT 1: CUSTOMER SERVICE

ELEMENT 3: THE CUSTOMER
SERVICE DESK

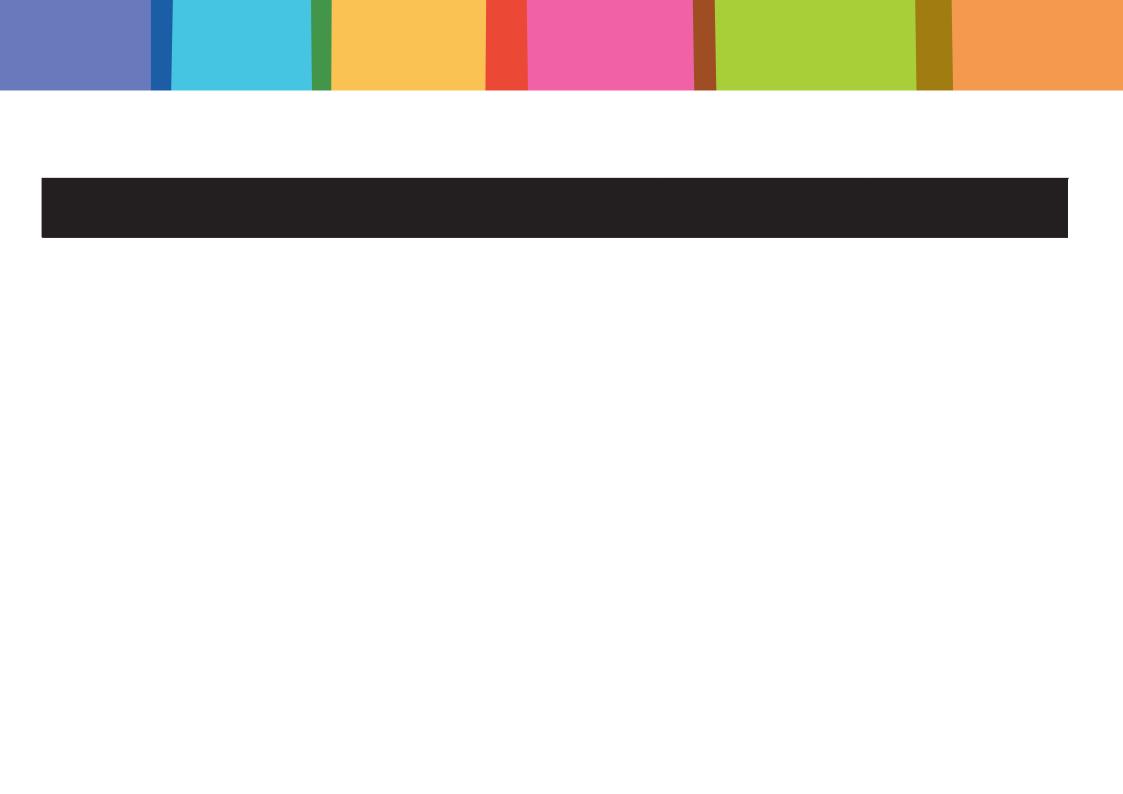
CUSTOMER SERVICE ELEMENT 3: THE CUSTOMER SERVICE DESK

SESSION 1:



FFING STRUCTURE

O SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
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SESSION 4: **JOB DESCRIPTION EXPLORATION**

ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
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