



## SisterWorks Customer Service Program

This program is specifically designed for migrant and refugee women, helping you develop the skills to get a customer service job. (e.g. customer care consultants, customer service representatives, front desk attendants, etc.).

### Course details

**Duration:** 9 Weeks (Mondays)

**Time:** 10am - 2:30pm

**Location:** Carlton North Empowerment Hub, 611  
Nicholson St, Carlton North, 3054

### 2025 Term Starting Dates

**Term 1:** 30th of January 2025

**Term 2:** 24th of April 2025

**Term 3:** 24rd of July 2025

**Term 4:** 6th of October 2025

### Course Overview:

Industry knowledge | Customer service | Communication skills | Excel skills | Confidence skills  
Resume writing | Interview skills | Job ready training | Employment support

## Why Attend This Program?

Learn about the industry and skills required to work in a Customer Service role

- Be prepared to meet the demand for customer service roles in various industries
- Explore part-time or full-time jobs through the SisterWorks employment support team
- Connect you with a prospective employer

Contact Us for  
More Information

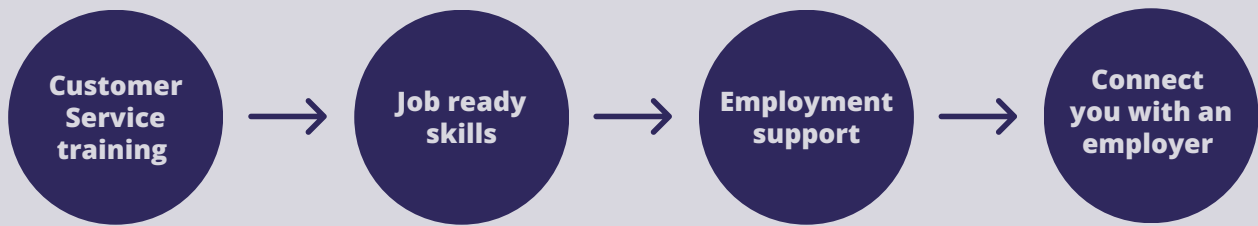
Scan QR Code to register for all programs.

Phone or Whatsapp: 0415 509 603

Email: [registration@sisterworks.org.au](mailto:registration@sisterworks.org.au)



# What you will learn in the program



## 1. Industry Knowledge

- Various roles with customer service functions
- Industries looking for customer service roles
- Criteria, skills, experience, characteristics for customer service roles
- What the career path looks like

## 3. Customer Service & Administrative Skills

- Administrative skills required for general customer service role (excel, CRM, bookkeeping, database, calendar management)
- Communication and confidence skills
- Management tools

## 5. Job Ready Training

- Receive career coaching, help you to identify your key strengths, career goals and improve your self-confidence.
- Learn how to write an effective resume
- Develop interview skills and networking skills
- Understand different workplace cultures
- Help you through your job search challenges and job application
- Help you to understand employment contracts, superannuation, tax file number, wellbeing and work ethics

## 2. Customer Service & Communication Skills

- How to communicate clearly and confidently with customers
- How to communicate with clients via phone and face-to-face
- How to deal with difficult customers
- How to manage complaints

## 4. Practice your English in Customer Service

- Role play in a safe and nurturing environment
- Situational practice
- Common terms and sentences
- Useful expressions for excellent customer service

## 6. Employment Support

- Provide you one-on-one employment support
- SisterWorks will connect you to an employer if you are job ready.
- We will help you with your employment documents before you start work
- We will help you understand the workplace policies and procedures

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