






**FREE**

# sisterworks

## Customer Service Program

The SisterWorks Customer Service Program helps women from migrant, refugee, and asylum-seeker backgrounds gain skills and confidence for jobs in events, hospitality, and front-of-house roles.

### Program details

-  **Duration:** 9 weeks (Mondays)
-  **Time:** 10:00 am – 2:30 pm
-  **Location:** SisterWorks Carlton Empowerment Hub, 617 Nicholson St, Carlton North VIC 3054

### 2026 Start Dates

- Term 1:** 2 February 2026
- Term 2:** 20 April 2026
- Term 3:** 13 July 2026
- Term 4:** 5 October 2026

### What You Will Learn

- Customer service and communication skills
- Confidence for customer-facing roles
- Problem-solving and teamwork
- English for greetings, conversations, and workplace terms
- Resume writing and interview preparation
- Employment support

### Why Attend?

- Gain practical skills for front desk, events, and concierge roles
- Learn in a supportive space with industry experts, including EY and Grant Thornton
- Explore casual or part-time work opportunities
- Build confidence in communication and teamwork
- Connect directly with trusted employer partners
- Be part of a community of women supporting women

### Contact Us for More Information

**Phone or WhatsApp:** 0415 509 603

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

**SCAN QR CODE  
TO REGISTER FOR  
ALL PROGRAMS**



# Your Customer Service Journey

From learning to employment, SisterWorks walks beside you every step of the way.



## 1. Learn Customer Service Skills

Build the foundation to work in customer service:

- Learn about roles in events, hospitality, and front desk settings
- Practice speaking clearly and confidently with customers
- Improve English for greetings, conversations, and workplace terms
- Develop problem-solving skills and practice handling complaints in a safe space

## 2. Prepare for Work

Understand Australian workplaces and be ready to succeed:

- Learn what customer service jobs look like across industries
- Practice English and key terms employers use in customer-facing roles
- Build advanced skills for real jobs such as concierge, event usher, or front desk attendant
- Practice interviews (face-to-face and digital)
- Write and present a professional resume
- Learn about your rights: contracts, tax, superannuation, wellbeing, and workplace ethics

## 3. Get Employment Support

Receive personalised support to move from training into work:

- Learn about Australian workplace culture, policies, and procedures
- Receive one-on-one career guidance and explore your strengths
- Get help with resumes, job applications, and onboarding documents
- Access job opportunities through SisterWorks Employment Partners
- Receive post-placement support to help you settle into your new role

## 4. We Connect You with Employers

Step into real work with SisterWorks by your side:

- Be introduced directly to SisterWorks' trusted employer partners
- Move into casual or part-time jobs **when you are ready** (based on your preferences)
- Explore roles such as customer service representative, event usher, or front desk attendant across industries, including events, hospitality, and corporate
- Receive ongoing support as you begin your employment journey

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