

# Enhancing my customer service skills and confidence to get a new job...

## My Apprenticeship Journey

Hear from one of our incredible learners who has experienced the journey firsthand after completing university.

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Eddy Kassi recently completed the Customer Service Practitioner Level 2 apprenticeship with Learning Curve Group, guided by tutor Andy Wise. Having just finished university and being unemployed, Eddy sought to deepen his understanding of customer service and improve his employability. The apprenticeship provided a structured way for him to enhance his skills, particularly in dealing with different customer types and understanding key regulations like the Health and Safety at Work Act (HASAWA).

Throughout the course, Eddy honed vital skills such as improved communication, attention to detail, and handling diverse customer queries. His tutor, Andy, offered continuous support, providing personalised resources that helped Eddy overcome challenges, especially in understanding complex regulations. Eddy's focus on quality

### **Eddy Kassi**

Level 2 Customer Service Practitioner Apprentice

and his dedication to learning ensured that his assignments met the required standards.

One of the most valuable lessons Eddy gained was how to approach customer interactions with greater empathy and thoughtfulness. The skills he developed not only improved his professional capabilities but also had a positive impact on his personal life, particularly in organisation and time management.

Upon completing the course, Eddy successfully secured a new job, attributing his success to the knowledge and skills gained during the apprenticeship. He highly recommends the course to others, emphasising the importance of dedicated support from tutors like Andy and the overall positive impact of the Learning Curve Group on his growth and career success.

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Curious to learn more about our apprenticeship programme?

**Email:** [business@learningcurvegroup.co.uk](mailto:business@learningcurvegroup.co.uk)

**Visit:** [www.learningcurvegroup.co.uk](http://www.learningcurvegroup.co.uk)