



SouthPort
Community
Centre Inc.

ARCS

APPLIED RECEPTION & CUSTOMER SERVICE

Are you interested in customer service but don't know where to start?

Want to change your career?

Unemployed or under-employed?

Experiencing barriers to paid work?

This 21 week program provides:

- Reception / customer service / retail sales skills
- Real work experience on our reception desk
- A nurturing, caring environment.

NEXT COURSE STARTS IN JULY 2022

Enquiries: (03) 9645 1476 training@southportcc.org.au

Places are limited.

This course is free if you are a permanent resident with a concession card (otherwise fees do apply).



SouthPort Community Centre Inc.

154 Liardet St, Port Melbourne
VIC 3207
Cnr. Nott & Liardet Sts.

ph. (03) 9645 1476
reception@southportcc.org.au
www.southportcc.org.au





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This enjoyable and practical course will support you to develop your skills, experience and confidence in customer service. Perfect first step if you want to move toward paid work, further study, or skilled volunteering.

Not only will you gain knowledge and skills, you will also get **professional experience and references.**

The ARCS course has been specifically designed for adult learners and has produced great outcomes for participants over the last 11 years.

Our teachers and staff will support you throughout the program and help you determine your pathway forward.

We take a holistic, interactive and practical approach to learning and development.

Through the course you will develop skills and experience in:

- Reception work
- Customer Service
- Community Sector
- Technology
- Communication
- Wellbeing
- Planning & Organising
- Job Seeking
- and more...

This half year program includes one classroom session and one reception work experience shift at our Centre each week. Work based projects are also offered, depending on your own interests and goals.

Participants receive a Certificate of Completion and a professional reference. There is no formal assessment.

Contact the SouthPort Community Centre for more information and enrolment.

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