



Chaucer College
Business Language Course—Customer Service Programme
Example Timetable 2015

Week 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
07.45 - 09.00	BREAKFAST					FREE TIME OR DAY TRIP	FREE TIME OR DAY TRIP
09.00 - 10.30	Course Introduction / Pre-assessment	Unit 1 Retail Customer Transactions	Unit 2 Responding to Customer Questions	Unit 3 Dealing with Customer Requests	Unit 4a Making Complaints		
10.30 - 11.00	MID-MORNING BREAK						
11.00 - 12.30	Orientation / Goal Setting	Unit 1 Retail Customer Transactions	Unit 2 Responding to Customer Questions	Unit 3 Dealing with Customer Requests	Unit 4a Making Complaints		
12.30 - 13.30	LUNCH						
13.30 - 15.00	Unit 1 Retail Customer Transactions	Unit 2 Responding to Customer Questions	Unit 3 Dealing with Customer Requests	Unit 4 Promotions & Offers	Unit 5 Dealing with Customer Problems		
15.00 - 15.30	AFTERNOON BREAK						
15.30 - 17.00	Unit 1 Retail Customer Transactions	Unit 2 Responding to Customer Questions	Unit 3 Dealing with Customer Requests	Unit 4 Promotions & Offers	Unit 5 Dealing with Customer Problems		