



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

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



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<b>Week 2</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>07.45 - 09.00</b>	<b>BREAKFAST</b>					<b>FREE TIME OR DAY TRIP</b>	<b>FREE TIME OR DAY TRIP</b>
<b>09.00 - 10.30</b>	<b>Unit 5 Dealing with Problems 1</b>	<b>Unit 5 Dealing with Problems 1</b>	<b>Unit 6 Analyzing Performance</b>	<b>Unit 7 Writing Reports</b>	<b>Unit 8 Giving a Presentation</b>		
<b>10.30 - 11.00</b>	<b>MID-MORNING BREAK</b>						
<b>11.00 - 12.30</b>	<b>Unit 5 Dealing with Problems 2</b>	<b>Unit 5 Dealing with Problems 2</b>	<b>Unit 6 Analyzing Performance</b>	<b>Unit 7 Writing Reports</b>	<b>Unit 8 Giving a Presentation</b>		
<b>12.30 - 13.30</b>	<b>LUNCH</b>						
<b>13.30 - 15.00</b>	<b>Unit 5 Dealing with Problems 2</b>	<b>Unit 6 Analyzing Performance</b>	<b>Unit 7 Writing Reports</b>	<b>Unit 8 Giving a Presentation</b>	<b>Review Units 5-8 and assessment</b>		
<b>15.00 - 15.30</b>	<b>AFTERNOON BREAK</b>						
<b>15.30 - 17.00</b>	<b>Unit 5 Dealing with Problems 1</b>	<b>Unit 6 Analyzing Performance</b>	<b>Unit 7 Writing Reports</b>	<b>Unit 8 Giving a Presentation</b>	<b>Review Units 5-8 and assessment</b>		