

# Prostart Training – Level 3 in Customer Service

## Zoe – Central Network



Zoe currently works for Central Networks as a Shift Co-Ordinator in the Operations and Asset Management Team and has completed a Customer Service Level 3 qualification.

Zoe decided to complete a qualification as she wanted to progress within her current role and to learn new things. Zoe felt that the qualification made her more aware of the way she works and why her organisation has policies and procedures in place.

Zoe commented: ‘Prostart have helped me realise regardless of your age or ambition anything is possible! If you believe in what you want to achieve Prostart will aid and support you every step of the way, they have given me time, knowledge and support to complete my Customer Service qualification.’

Zoe’s Line Manager added: ‘The qualifications aid us in identifying skill gaps with our employees and boost people’s morale – which ultimately aids retention. Prostart have a great deal of experience and the staff work really hard at tailoring training packages to suit the individual.’