

Apprentice Case Study

JESSICA DUGGAN

LEVEL 2 CUSTOMER SERVICE PRACTITIONER

“ I HAVE RECENTLY PASSED MY LEVEL 2 CUSTOMER SERVICE PRACTITIONER APPRENTICESHIP AND ACHIEVED A DISTINCTION.”



I decided to undertake an Apprenticeship, so I could continue to learn and gain some hands-on experience whilst having a full-time job.

Before I started my Apprenticeship, I was working part-time and spending the rest of the week at College.

I currently work at Transform Staircases as a Customer Service Apprentice. Transform Staircases deliver a complete range of staircase design, renovation and installation services. The skills and knowledge I have learnt during my Apprenticeship have helped me gain a better understanding in the tasks I need complete at work.

On a daily basis, I talk to customers, show them around the showroom and answer any questions they may have. I also create invoices and receipts for our customers.

I have recently passed my Level 2 Customer Service Practitioner Apprenticeship and achieved a distinction. I'm really happy with the outcome from doing an Apprenticeship with Alliance Learning. I feel like it has benefitted me, as I now feel more confident talking to customers and can offer a better customer service experience.

In the future I am hoping to continue working at Transform Staircases and to continue to provide the best customer service I can.