

Customer Service Observation webinar November 2022

The questions below were gathered from the live CS webinar held on 1st November 2022

I have three L3 CS learners in the same workplace who started at the same time, who will all need to do a project in a short space of time. Do you have any suggestions as it's a small company so three projects will be very difficult to find and plan???

We would recommend speaking to their line managers regarding any naturally

Is there a cut off date for the witness testimony to be used?

If ATE have already stopped the use of the WT as a dispensation (July 2022)

If a learner is remote working, and dealing with phone calls, how will the IEPA 'hear' the customer