

## Generic Skills Course (Part-time Mode)

### English

#### Certificate in Workplace English (Customer Interactive Skills) (Part-time)

Course Objective	To develop customer interactive skills of English learners of intermediate level in the workplace
Course Content	<ul style="list-style-type: none"> <li>i. Greeting;</li> <li>ii. Responding to customers' enquiries / giving routine replies;</li> <li>iii. Handling complaints;</li> <li>iv. Closing the conversation appropriately; and</li> <li>v. Follow-up actions</li> </ul>
Entry Requirements	<ul style="list-style-type: none"> <li>i. Form Six; or Form Five with at least two years' working experience; and pass the entry test; or</li> <li>ii. Holder of "Foundation Certificate in Workplace English (Listening &amp; Speaking) II (Part-time)" of ERB, or equivalent</li> </ul>
Course Duration	45 hours
Remarks	Training materials are provided in English

Exact course schedule and addresses of training centres are subject to the arrangement of the training bodies offering this course. Please contact the following training bodies for details:

Training Bodies	Telephone	Course Code
The Hong Kong Federation of Trade Unions	2715 6671	FU547EG / FU547HG
School of Continuing and Professional Education, City University of Hong Kong	3442 6359 / 3442 6413	PE122EG / PE122HG

ERB and relevant training bodies reserve the right to revise the above content from time to time without notifying individual applicants. Please refer to the Scheme website and/or contact respective training bodies for the most updated information.