



Customer Service Skills Qualification

The aim of the qualification

This qualification is designed to raise standards of customer service in fish & chip shops and restaurants across the UK. The three key areas included in this exciting qualification are:

- customer service;
- food hygiene; and
- health and safety.

Study when **you** want, where **you** want and at a pace to suit **you**

Two workbooks are supplied for self study (Introduction to Customer Service in Fish Frying, and Introduction to Food Hygiene and Health & Safety in Fish Frying).

Assessment at **your** place of work, causing minimum disturbance to **your** work routines

There is a 40 question multiple choice examination paper along with a practical assessment with a Seafish approved assessor. The assessor will attend your place of work to conduct a formal assessment while you work. This typically lasts three to four hours.

For further information about the Customer Service Skills qualification and an application form, please contact Seafish Training on 01482 327837 or email training@seafish.co.uk

Alternatively you can contact your local Group Training Association whose details can be located at www.seafish.org



"The qualification is an excellent development tool, which allows the candidate to understand how and why they complete certain tasks. Having better trained staff leads to an increase in your shop's profits."
Anne Wallace, owner of Taylor's, Stockport.



"We feel it is good for our staff to have something to show for all their hard work and to be formally recognised."
Lindsay Petrie, co-owner of the Bay Fish & Chips, Stonehaven.



"Good customer service is one of the important aspects of this business and the qualification has been very helpful and informative. It just goes to show that just because you've been doing the job for a long time doesn't mean you can't learn something new about it."
Carol Fusco, owner of Royal Fisheries, Whitby.

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Fish Frying Skills Qualification

Study when **you** want, where **you** want and at a pace to suit **you**

Two workbooks are supplied for self study (Introduction to Fish Frying Skills, and Introduction to Food Hygiene and Health & Safety in Fish Frying).

Assessment at **your** place of work, causing minimum disturbance to **your** work routines

There is a 40 question multiple choice examination paper along with a practical assessment with a Seafish approved assessor. The assessor will attend your place of work to conduct a formal assessment while you work. This typically lasts three to four hours.

The benefits to **your** business

Achieve increased profits by creating a multi-skilled workforce, improving staff productivity, reducing waste and capitalising on positive public relations opportunities.

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"To have candidates complete both the Fish Frying Skills and the Customer Service Skills qualification within Seniors was a proud moment for everyone. Their futures are within the fish and chip industry, and their feedback and subsequent input at Seniors has been tremendous."
Rick Horabin, owner of Seniors, Blackpool.



"Although I've been in the business for over 20 years, I have found that you can never stop learning. The qualifications were very informative, very thorough and well worth doing. We have put a few of the exercises in the workbooks into practice in our daily routines."
Tracy Poskitt, owner of Pride of Bridlington, East Yorkshire.

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