



Cwrs ar lein newydd / New online course
Sgiliau Gwasanaeth Cwsmeriaid Lefel 1
Level 1 Customer Service Skills

Wythnos 6 | 6 weeks

Dydd Llun | Monday 12:30-14:30

28/09/2020 – 09/11/2020

Dysgwch enghreifftiau o wasanaeth cwsmeriaid da a gwael, pwysigrwydd argraffiadau cyntaf ac ymdrin â phroblemau a chwynion cwsmeriaid.

Mae'n ddelfrydol ar gyfer perchnogion busnesau bach, gweithwyr a gwirfoddolwyr.

Learn examples of good and poor customer service, the importance of first impressions and dealing with customer problems and complaints.

Ideal for small business owners, employees and volunteers.

I ymuno â chwrs neu i gael rhagor o wybodaeth, e-bost:
addysg-rsa-north@adultlearning.wales

To join a course or for more information, email:
addysg-rsa-north@adultlearning.wales

<https://www.adultlearning.wales/en/courses/course-details/?&courseId=39703>

[addysgoedolion.cymru / adultlearning.wales](https://www.adultlearning.wales)



Rydym yn annog a chrosawu gohebiaeth a galwadau ffôn yn Gymraeg a byddwn yn ymateb i'ch dewis iaith
We encourage and welcome correspondence and phone calls in Welsh and will respond to your language choice