

## Student's Testimonial



**Course:** *Level 2 & 3 Customer Service*

*Student Name:* *Oonagh Devine*

*Employer:* *Sportsbowl, Ballymena*

“Always be polite and smile” is the number one rule when dealing with customers, but for a more comprehensive guide, the NRC’s course should be given valid consideration. With friendly and helpful staff on hand at the NRC, the process is very painless for employers and employees. With both the level 2 and 3 courses, employees gained insight into the world of customer service and gained a bit more confidence within their roles and as an added bonus, they even enjoyed the course!

## Student's Testimonial



**Course:** *Essential Skills ICT Level 1*

**Student Name:** *Martin Gingles*

**Employer:** *Saint Gobain Weber, Ballyclare*

“When I went to school it was really only girls who did typing or computer studies, and really very few people had a computer at home. Honestly I had very little interest in the things at all.

When I started my working career I still had no real need for computer knowledge, but as time has progressed computers have become a big part of everyday life for almost everyone, either at work or at home.

Seven of us from work completed the course and we all found it interesting and very helpful. Things like detailed spreadsheets, charts, moving pictures around and generally things that looked very complicated were not too hard at all once showed how to do it. Also the tutor was very good and took the time with each of us to ensure no-one was left behind.

I am 44 years old and would strongly recommend the course to anyone with limited computer skills. It has certainly helped me.”

## Student's Testimonial



**Course:** *Essential Skills ICT Level 1*

*Student Name:* *Cyril McCosh*

*Employer:* *Saint Gobain Weber, Ballyclare*

“Before I took part in the Essential Skills ICT Level 1 course I had very limited basic knowledge of using a computer so I was looking forward to developing my skills through the programme.

I found the training very useful and since the course I have used many of the skills I learnt and will continue to do so.

I enjoyed the format of the training as it encouraged team work as well as individual skill development.

The teacher was extremely helpful and patient with the varying skill bases within the group and made me feel comfortable with what I was doing.

I would certainly like to partake in the next stage of the programme if it became available.”