

**SLIC Training Ltd Newsletter 3, June 2010**

**Candidate:** Poppy Lawless

**Company:** S Blended / Cafe Rouge

**Qualification:** Apprentice ~ Customer Service with Food Safety

Poppy has succeeded in completing her apprenticeship programme despite being made redundant from her job at Sblended Milkshakes 6 months into the course. Poppy had stepped into the role of manager of the outlet situated in the High Cross Shopping Centre, Leicester. Poppy had no previous managerial experience and received on job training and help to develop in her role by her tutor/assessor Bridget Wood, which assisted her to manage her team to provide a good service to their customers and to put new systems and procedures into place. Sadly due to a downturn of business Poppy was made redundant. Although unemployed, Poppy continued working with her assessor to complete all the elements of her apprenticeship as she felt the qualification would assist her in gaining future employment in the customer service sector.

Poppy has achieved Customer Service NVQ Level 2, together with a Customer Service Technical Certificate, Key Skills Numeracy and Literacy and Food Safety Level 2, all at no cost to the employer through the Modern Apprenticeship programme.

*“Completing my Customer Service Apprenticeship with SLIC Training has been very beneficial to me. I feel I have learned a lot in regards to providing the best customer service as well as increasing and updating my knowledge of workplace hygiene, safety and legislation. This has boosted my confidence, and I am now able to put my new skills into practice in my current job”*

Poppy has recently started a new job at Cafe Rouge, High Cross, Leicester.



**Poppy Lawless** who has just completed her Customer Service Apprenticeship.