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| **Date** | **Time** | **Description of Activities** | **Tasks/Resources** |
| Mon 29th March | 9.30am - 12.30pm(Break 10.30am - 10.45am) | Introduction to Customer Service | Individual and group tasks/Powerpoint  |
| 1.00pm - 3.00pm | CV’s and Cover LettersTransferable Skills  | Individual and group tasks/Powerpoint  |
| Tue 30th March | 9.30am - 12.30pm(Break 10.30am - 10.45am) | Interview TechniquesEmployer PrepDo’s and Don’ts of Online Interviews | Individual and group tasks/Powerpoint  |
| 1.00pm - 3.00pm | Introduction to Customer Service | Individual and group tasks/Powerpoint  |
| Wed 31st March | 9.30am - 12.30pm(Break 10.30am - 10.45am) | CV’s and Cover LettersTransferable Skills | Individual and group tasks/Powerpoint  |
| 1.00pm - 3.00pm | Job Search | Individual and group tasks/Powerpoint  |
| Thu 1st April | 9.30am - 12.30pm(Break 10.30am - 10.45am) | Introduction to Customer Service | Individual and group tasks/Powerpoint |
| 1.00pm - 3.00pm | Interview TechniquesEmployer PrepDo’s and Don’ts of Online Interviews | Individual and group tasks/Powerpoint  |

**Preparation for Future Jobs**

* CV’s and Cover Letters
* Transferable Skills
* Introduction to Customer Service
* Employer Preparation
* Do’s and Don’ts of Online Interviews
* Job Searching