



# The Volkswagen Programme

## Service Advisor

### What does a Service Advisor do?

As a Service Advisor apprentice, you'll be the first connection point with our customers. It will be your job to deliver a premium customer service. The basics of customer service should be met consistently and you should understand and exceed customer expectations.

You'll need clear and up-to-date knowledge of Volkswagen products and services and be able to communicate with a range of people from customers to the Volkswagen team.

You'll deal directly with customers, scheduling service work to their vehicles and informing them of any additional repairs required. You will handle administrative and customer relations aspects of service department operations.

### An extraordinary Service Advisor apprentice

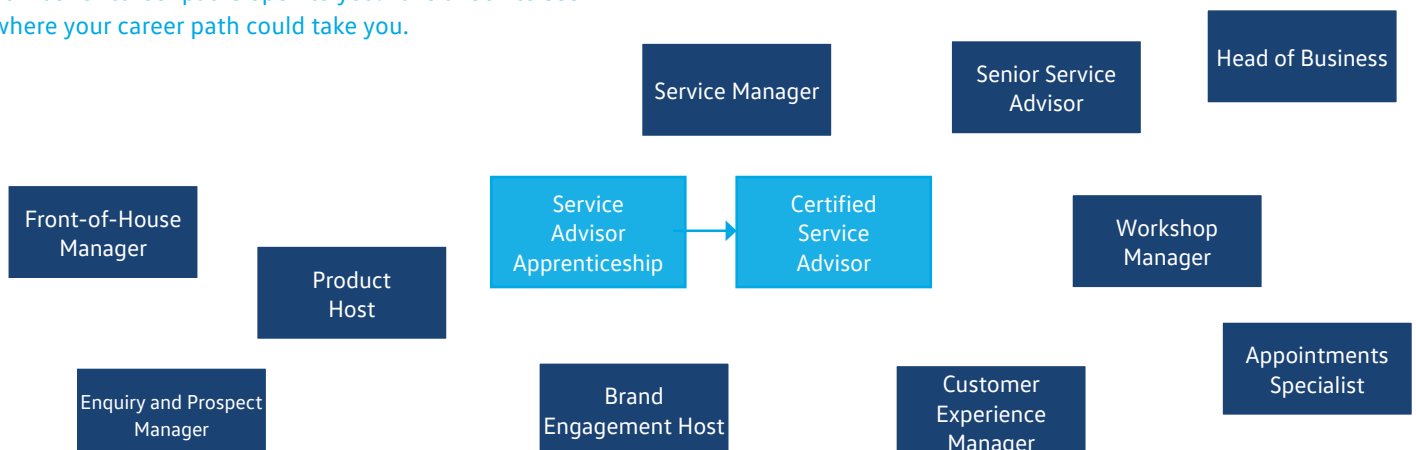
To be an extraordinary Service Advisor apprentice, you will need the right qualifications to start you on your learner journey. For Volkswagen this is a minimum of GCSE (or equivalent) in English, Maths and Science Grades A - C (new grades 9 - 4).

You'll need to be both optimistic and enthusiastic and show your passion for people. Ideal candidates will be able to demonstrate their capacity to build relationships, problem solve and have the confidence to negotiate to get the best possible outcome.

If you can meet these requirements and believe in the brand values of Volkswagen, you can stand out against the competition to become an extraordinary apprentice.

### Driving your career forward

Once you are qualified as a Service Advisor, there are a number of career paths open to you. Take a look to see where your career path could take you.





## Apprenticeship vs. University

In today's climate of budget cuts and the high cost of tuition, the option of going to university and continuing your education may not be the right choice for everyone and a degree may not necessarily be a requirement for many employers where experience and work-based skills are of more value.

An apprenticeship will give you the work experience and qualifications that you need to earn while you learn without racking up debt.

In this competitive marketplace, developing the right skills can help you to get ahead and stay ahead. With an apprenticeship you will be getting a head start in your career with a nationally recognised qualification and employment within Volkswagen.



## Benefits of an Apprenticeship

- A chance to earn while you learn
- No tuition fees or extra debt
- Nationally recognised qualifications
- Volkswagen specific certifications
- Work experience with a reputable employer
- Training in the skills that you need for your job role
- Support throughout your learner journey
- The opportunity to develop both personally and professionally
- Great new experiences and new people
- The first step on your career your career

Find out about an  
apprenticeship with  
Volkswagen

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#FireItUp

#VolkswagenApprenticeships

