



The Volkswagen Commercial Vehicles Apprenticeship Programme

Commercial Vehicles

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 Commercial Vehicles products and services and be able to communicate with a range of people from customers to the Volkswagen Commercial Vehicles 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

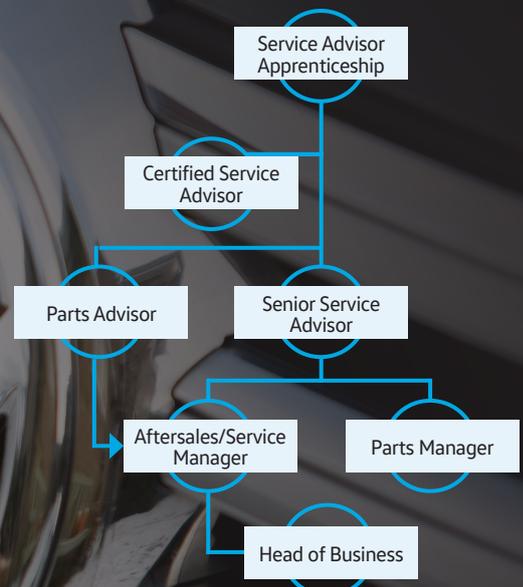
To be an extraordinary Service Advisor Apprentice, you will need the right qualifications to start you on your learner journey. For Volkswagen Commercial Vehicles this is a minimum of GCSE (or equivalent) at Grade 9 - 4 (A - C) in English, Maths and Science.

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 Commercial Vehicles, 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

With the ever rising 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 the 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 Commercial Vehicles.

Top Benefits of an Apprenticeship

- Full time employment in a secure job role.
- The opportunity to earn and learn.
- A chance to experience the facilities at the National Learning Centre, a world class training facility which mirrors real life workshops, creating a perfect environment to develop skills.
- Exclusive access to Volkswagen Commercial Vehicles literature and tools, via the LEAP learning platform.
- Team building and special events such as Outward Bound will give apprentices the opportunity to meet new people, make new friendships and build a network within the brand.
- Nationally recognised qualifications
- Brand specific certifications.
- A real opportunity for a career in an exciting industry – an excellent starting block to move up the career path.

Find out about an Apprenticeship with Volkswagen Commercial Vehicles

Volkswagen Commercial Vehicles are looking for exceptional people to become part of their apprenticeship team. Vacancies are available nationally working in our premium Van Centres/ Authorised Repairers. Have you got what it takes to be part of the Volkswagen Commercial Vehicles team?

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#VWCVApprenticeships

