

## Case Study:

### Service Adviser

#### Stratstone Jaguar Blackburn



#### Customer Service

Rebecca Dixon joined Stratstone Jaguar on a work placement and impressed her employers so much that they asked her to join them as an apprentice. Initially working in the parts department she is now an integral part of the service team, where her responsibilities include answering the telephone, handling enquiries, booking in customers and managing warranty administration.

#### Benefits

Before becoming an apprentice Rebecca faced some difficulties in her life, but her Apprenticeship has given her the skills boost and the self confidence to do well in her career.

**She says "Doing this Apprenticeship has changed my life around totally. Working here has built my skills and my confidence, and people have seen the difference in me. I've also learnt how to overcome objections and I work with focus and initiative."**

#### Why an Apprenticeship?

Although she hadn't planned to do an Apprenticeship Rebecca did want a good career. When her employer offered her the opportunity to become an apprentice she decided to find out more, and liked the idea of working while she trained.

#### What Next?

Rebecca believes that being an apprentice has helped her achieve a lot, and she doesn't want to stop now. She has a plan for further development, and would like to progress in her career with Stratstone Jaguar once she finishes her Apprenticeship.