

Service Advisor

What does a Service Advisor do?

A Customer Service Advisor deals directly with customers and acts as a go-between between the customer and Service Technicians/Mechanics, scheduling vehicle service work. They will handle administrative and customer relations aspects of service department operations. Some of the duties include:

- Interpreting customer concerns and comments and liaising with Service Technicians.
- Booking/scheduling vehicle services.
- Liaising with customers about any additional work required.
- Estimating time and costs associated with repairs.
- Handling customer complaints.
- Responding to customer requests.
- Tracking the vehicle through the workshop.

What makes an exceptional Service Advisor apprentice?

To be an exceptional Service Advisor apprentice, you will need the right qualifications to start you on your learner journey. This is a minimum of GCSE (or equivalent) grades 9-4 (A-C) in English, Maths and two other subjects.

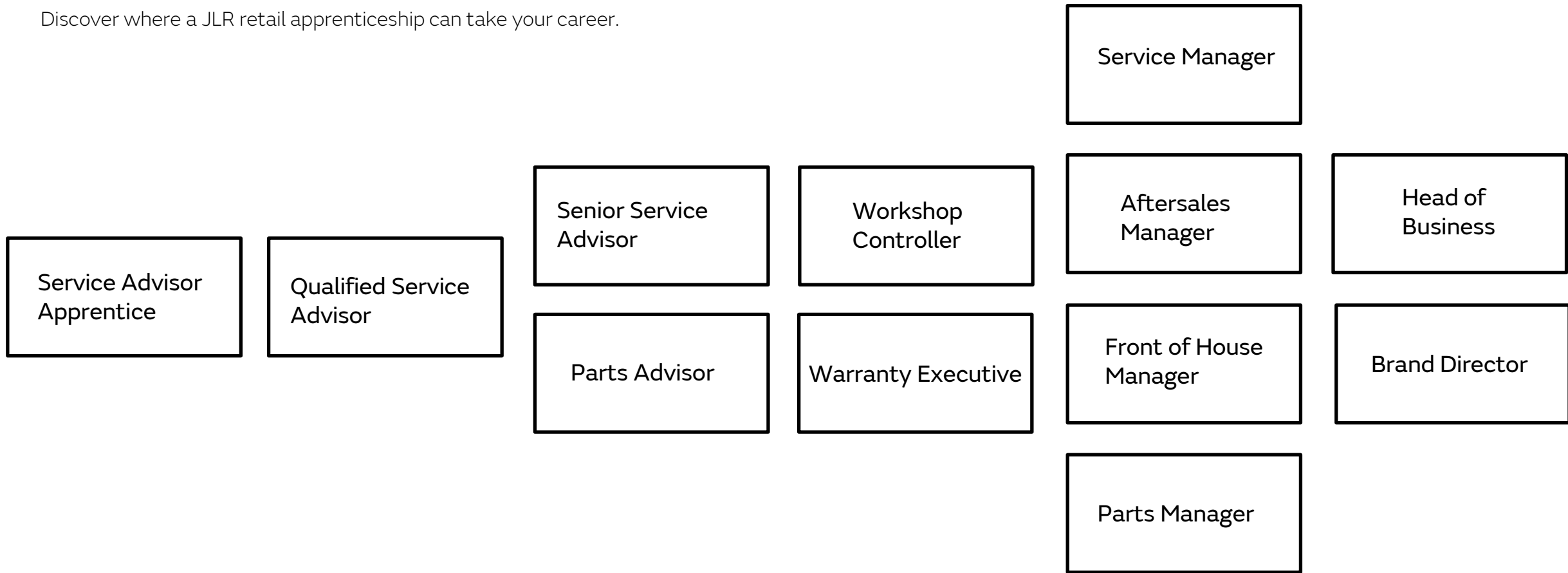
As the main point of contact with our customers you will require exceptional communication skills with the ability to multi-task.

You could be a perfect Service Advisor apprentice if you have personal skills such as:

- A willingness to learn
- Teamwork
- Engineering interest
- Quality focus
- Personal responsibility and resilience

Accelerate your career

Discover where a JLR retail apprenticeship can take your career.



Apprenticeship vs. University

Continuing your education at University may not be the right choice for everyone, especially due to budget cuts and the high cost of tuition. An apprenticeship offers valuable practical work experience within the automotive industry, allowing apprentices to be employed full time and achieve qualifications at the same time.

Apprenticeships come with no student debt, as apprentices earn a wage while they learn.

An apprenticeship can help you to develop key skills, reach your full potential and succeed in your chosen career path.

Top benefits of an apprenticeship

- A chance to earn while you learn.
- No tuition fees or additional debt.
- Nationally recognised qualifications.
- JLR approved certifications.
- Work experience with a reputable employer.
- Training in the skills and knowledge that you need for your job role.
- Support provided throughout your learner journey.
- Personal and professional development.
- Great new experiences and meet new people.
- The first step towards a rewarding career in the automotive industry.

Find out more about a JLR retail apprenticeship

JLR are looking for extraordinary people to become part of their apprenticeship team. Vacancies are available nationally working in our JLR retailers. Could you be part of the JLR retail team?

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