

## Apprentice Case Study

### 'My Journey so far ...'



Louise Milne

**Apprentice Name:** Louise Milne

**Job Role:** Customer Service Apprentice

**Organisation:** Castle Water

#### Why did you choose to do an apprenticeship at Castle Water?

When I was looking to leave school, I wasn't sure what I wanted to do however, learning about Castle Water's apprenticeship programme encouraged me to embark on an apprenticeship programme where I could gain experience and further develop my skills.

I chose Castle Water because they have a lot of opportunities and a variety of roles and career paths.

#### What have you enjoyed most about your apprenticeship?

There has been so much I have enjoyed, ranging from making new friends, to seeing a customer show gratitude because I successfully resolved their issue! I would say I have really enjoyed taking on new challenges and coming up with potential business improvement solutions. I have enjoyed the social aspect of working for Castle Water, too I have made new friends and gained new skills talking to colleagues and customers on a daily basis.

## How do you balance studying and working?

To help with the balance of study and work I use my two hours a week I get to complete my apprentice work to the max, I also save things that I know I need for my apprenticeship during the week and add this to a folder, so I have everything I need to complete my tasks. If I do have any questions, I can ask for support from colleagues who have previously been through the apprenticeship, my assessor, and my managers.

## Has your apprenticeship helped you gain new skills?

I personally feel that my apprenticeship with Castle Water has improved my communication skills. I am confident talking to customers on the phone, speaking to managers in person and even speaking to the CEO of the company. Castle Water offer courses to develop skills further too. I took part in a Business Writing Course which helped me write my email responses to customers more professionally and more efficiently.

## Has this experience helped you work towards your career goals?

My experience so far working with Castle Water has helped me think more about my long-term career goals. I feel like customer service is a great career path and widens your options further, you gain new skills and face new challenges. Every day is different, and each customer is different.

Louise has successfully completed her apprenticeship and has been offered a permanent role as Customer Service Advisor with Castle Water.



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