

# Customer Service Watchmaker

The program for advanced watchmaking



SCAN ME

A 12-month full-time program  
with certification to become a qualified  
Customer Service Watchmaker.



Watchmakers of Switzerland Training and Educational Program  
Centre Suisse de formation et de perfectionnement horloger





## WOSTEP – WHO ARE WE?

Founded in 1966 and supported by the Swiss watch industry, the Fondation WOSTEP, located in the cradle of watchmaking in Neuchâtel, offers training programs covering several watchmaking professions. As a reference center for watchmaking training and development worldwide, the Fondation WOSTEP transmits unique know-how through cutting-edge teaching. The range of training programs and consulting services offered by WOSTEP are considered quality standards. Employers around the world recognize WOSTEP certification as a proof of technical competence and demonstration of a solid training.

The neutral and independent Fondation WOSTEP is supported by 6 active members who together generate 90% of the turnover of the watch industry in Switzerland. Its ambition is to preserve and promote Swiss know-how abroad. Two pillars of the Foundation are the courses offered in Neuchâtel and the partnership with several schools abroad. The standardization of training programs and evaluation criteria implemented in cooperation with the industry ensures a true Swiss Made on a global scale.

With more than 50 years of experience, WOSTEP manages innovative projects with the close support of its members and donors and positions itself as a real training and skills center of the future.

## CERTIFYING TRAINING

The Neuchâtel school offers certifying training in watchmaking and polishing.

The watchmaking programs are run through a phase of Watch Technician, then Customer Service Watchmaker after one year. Finally, Watchmaker is the additional year more specialized in manufacturing which allows to arrive at a panel of knowledge worthy of traditional haute horlogerie. The student develops in-depth and specific skills in tool maintenance, diagnosis with defect identification, maintenance, movement adjustment, complete service, polishing, precision adjustment, micromechanics and watch manufacturing.

The Customer Service Polishing Technician is a program that allows the reconditioning, disassembly and reassembly of watch cases and bracelet components made of various base metals according to their technical and aesthetic characteristics.

These certification programs make it possible to reach a high level in watchmaking and polishing careers with specific opportunities in international haute horlogerie.

*Note: Certificates – titles recognized for their practical part by the Convention Patronale de l'Industrie Horlogère Suisse (Swiss Watch Industry Employers Federation) / based on governmental orders of the SEFRI (Secrétariat d'Etat à la Formation, à la Recherche et à l'Innovation (SERI - State Secretariat for-Education, Research and Innovation).*

## COURS À LA CARTE

To complete our offer, the school hosts multipurpose courses. Practical or theoretical à la carte courses can be developed and implemented on demand. Train the Trainer, Complete Service Standard Operation, Chronometry, Balance Hairspring Manufacturing, Chronograph, Turning, as well as modular and specific polishing courses, such as laser welding refilling, are given regularly.

More details can be found on our website.

## PROGRAM CURRICULUM

### Program description

The 1800-hour WOSTEP *Customer Service Watchmaker I+II* program is a rigorous course that seamlessly integrates two distinct programs into a single, comprehensive curriculum. Student progress beyond *the Watch Technician* program, culminating in a unified training experience known as the *Customer Service Watchmaker* program. This structured program is carefully designed to equip students with advanced skills essential for proficient after-sales service operations.

### P04 – CUSTOMER SERVICE WATCHMAKER I+II



IEX01-P04

IEX02-P04

IEX03-P04

IEX04-P04

FEX-P04

Duration: 1800h

### Main topics

- History of timekeeping
- Organisation of workshops and of customer care
- Knowledge of tools
- Basic Micromechanics
- Tool preparation and maintenance
- Basic knowledge of watch movements
- External and internal interventions
- Watch and movement analysis
- Knowledge of mechanical and electronical watch movements
- Knowledge of watch complications
- Movement service
- Escapement and regulating-organ adjustments
- Chronograph

### Career opportunities

With the *Customer Service Watchmaker I+II*, graduate candidates have opportunities to work in customer services, brand-boutiques, brand-service-centres and independent repair shops. The modular educational programs of Fondation WOSTEP allow a progressive education development in watchmaking for post-graduates of this program.

### Requirements and target audience

The *Customer Service Watchmaker I+II* is the advanced program, for candidates seeking a career-path. For the enrolment there are no mandatory watchmaking experience requirements, however it is recommended to have a technical comprehension, an interest for mechanics and a keen eye for details.

- Please note that this program is very intensive and requires strong motivation.
- Minimum age: candidates submitting their application must be at least 18 years old **and** must be of legal age\* in their country / state of origin \*\*
  - \* of legal age: i.e must have reached the age at which, according to the laws of their country, they have full adult legal rights and responsibilities.
  - \*\* country / state of origin mentioned in their passport.
- Language requirements: fluent English, both spoken and written. It is not necessary to provide a certificate but the candidate's language proficiency level should correspond to the following minimum requirement:
  - IELTS: International English Language Testing System: 5.0 – 6.0
  - CEFR: Common European Framework of Reference for Languages: B2

## TIMETABLE AND PARTICIPANTS

- Monday to Friday: 08:00 – 12:00 / 13:00 – 17:00.
- The program amounts to approximately 1'800 hours (12 months) in total, including:
  - 2-week work experience (subject to availability of companies and manufactures)
  - 5-weeks holidays (two in December, two in April, +7 Swiss public holidays)
- Maximum 8 participants per session.

## LOCATION

Fondation WOSTEP, Rue des Saars 99, 2000 Neuchâtel, Switzerland

## REQUIRED MATERIAL

All the equipment, tools and components will be provided by WOSTEP.

## MEALS

Meals are not provided and are at the participants cost.

## ACCOMMODATION

Participants have the possibility to stay in the WOSTEP student apartments located close to the school. Alternatively, a list of further accommodation options will be sent to them upon request, in order to allow them to make their own reservation elsewhere.

The cost for accommodation in the WOSTEP student apartments for 12 months is as follows:  
(Single bedroom with free Wi-Fi. Shared kitchen, bathroom and laundry facilities)

- 15/16 m2 room: CHF 9'900.- = CHF 825.-/month
- 13/14 m2 room: CHF 9'000.- = CHF 750.-/month
- 11/12 m2 room: CHF 8'100.- = CHF 675.-/month

Accommodation fees: payable prior to the beginning of the program

## PROGRAM FEE

CHF 19'000.- per person (accommodation and meals not included).

The tuition fee includes the following:

- Support for administrative procedures upon arrival and administrative expenses.
- Complete toolkit and theory books of horology. The kit and books will remain the property of the student.
- Special courses on specific products, visits to factories.
- Resources (infrastructure, tools, machines, training material, movements, spare parts and components).

An additional amount of CHF 9'240.- will be required as a prepaid financial guarantee by the State of Neuchâtel to ensure your basic domestic needs are covered. This will be refunded to you on a monthly basis, minus the Swiss health insurance premium (approx. CHF 300.-/month) which is compulsory for anyone staying in Switzerland over 3 months and who is not a holder of the official European health insurance card (EHIC) or of an equivalent insurance coverage recognized by the state of Neuchâtel.

*Note: All prices are accurate at the date on which this information is published, but remain subject to change.*

## CERTIFICATE

A certificate will be delivered, upon completion of the program, to those who have fulfilled the requirements and passed the final examination. The certificate is recognized by the Swiss watch industry and its representatives throughout the world.

## CUSTOMER SERVICE WATCHMAKER PROGRAM REGISTRATION

### Session selection

Please indicate your session date/period of choice\*: .....

*\*Select from published program/course dates online or enclosed flyer.*

### Personal details – please fill in CAPITAL letters

Ms.             Mr.

Last name (s): .....

First name (s): .....

Nationality: .....

Date of birth (dd/mm/yyyy): .....

Employer:.....

### Mailing address

Name / Company name (if applicable): .....

Street address, n°: .....

Post office box: .....

Zip Code - City: .....

Country: .....

Home phone: .....

Work phone: .....

Mobile phone: .....

Home e-mail: .....

Work e-mail: .....

### Invoice address (if different from the above mentioned)

Name / Company name (if applicable): .....

Contact person: .....

Street address, n°: .....

Post office box: .....

Zip Code - City: .....

Country: .....

Which language(s) do you speak? .....

**EXPERIENCE AND PROFESSIONAL BACKGROUND – CUSTOMER SERVICE WATCHMAKER**

Do you have any previous experience in watchmaking?

- Yes, length of experiences: .....
- No

**WHERE/HOW DID YOU HEAR ABOUT WOSTEP?**

- WOSTEP student(s)     Employer     Advertisement     Internet
- Other: .....

**Session selection**

Please reconfirm your choice of session date/period\*: .....

*\*Select from published program/course dates online or enclosed flyer.*

Last name: ..... First name: .....

Date: ..... Signature: .....

Kindly complete this form when applying for the session and send to [wostep@wostep.ch](mailto:wostep@wostep.ch) or apply directly through our website under [www.wostep.ch/training/programs](http://www.wostep.ch/training/programs).

**The application form must be submitted before the application closing date mentioned on our website.** Please attach the following documents to your application form:

- **Curriculum Vitae**
- **Copy of ID/or passport**
- **Copy of any previous diplomas**
- **A reference letter (by previous employer, trainer or teacher)**
- **A short letter explaining your motivation and what you expect from the program**
- **1 passport-quality photo**

**BENCH TEST (2 DAYS)**

In order to test the aptitude of each candidate and make sure the program is right for them, a bench test will be organized over two days. The test is mandatory. No previous experience in watchmaking is required.

Date and timetable of the test: to be determined after registration with our administration.

