



Principles of Customer Service Level 2

The aim of this qualification is to provide the underpinning knowledge required by employees to work in a range of customer service roles. Contact with customers is a key part of most roles and effective communication with those customers achieves customer satisfaction and loyalty.

What knowledge will be gained?

This course offers an opportunity to increase your understanding and knowledge surrounding legislation, policies and procedures followed in providing customer care, learning from feedback and handling information.

The course identifies practical techniques that can be utilised in a diverse range of customer communication situations

How is the course assessed?

You will receive an information pack and the resource to enable you to give written responses to questions in a work booklet, either handwritten or typed depending on your preference.

What are the benefits?

- *Achieve a nationally recognised Level 2 qualification
- * Further your personal and professional development
- *Increase your knowledge and awareness
- *Gain positive working relationships
- *Improve your skills in service delivery
- *Increase service standards
- * Learn at a time that suits you without the need to attend college

What will be studied?

The course is split into 7 units:

Unit 1: Principles of customer service and delivery

Unit 2: Understand customers

Unit 3: Understand employer organisations

Unit 4: Understand how to communicate with customers

Unit 5: Understand how to handle customer information

Unit 6: Understand how to resolve problems and deliver customer service to challenging customers

Unit 7: Understand how to develop customer relationships

Who can apply?

Courses are funded for people who are aged 19 years or over, have lived in England for the past 3 years and who are not currently accessing any other government funded training.

This course would be ideal for those who work in any role where customer relations and interactions are a key role.

Contact:

Angie Smith
07944 389077
angiecerts4care@gmail.com

Emma Wright
07773 945455
emmacerts4care@gmail.com