

Diploma in Customer Service

Level
2



This qualification is the hospitality industry's professional qualification for all staff who deal with customers or clients.

Customers are people that we value in the hospitality industry. So why not reward your customers by ensuring you have a recognised professional customer service qualification.

With its flexible choice of units this Customer Service qualification ensures staff will understand the importance of a professional customer service approach and will take on more responsibility for the service they provide.

You will have staff that are able to rise to the challenge of change and have the confidence to think for themselves and come up with new ideas.

This qualification is suitable for those already in employment as well as those wishing to enter the hospitality industry.

Progression

Learners can progress on to the Level 3 Diploma in Customer Service.

Job roles include:

- Shift Leader
- Supervisor
- Head of Department
- Sales Executive.

Duration

The duration will be discussed upon application.

Entry Requirements

Learners must be aged 16 or above.

Ways to Pay



Pay in full:
£1,987.



The 19 – 23
Entitlement Fund:

This qualification is 100% funded for those eligible through this fund – speak to an advisor

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Structure

To achieve a Level 2 Diploma in Customer Service, learners must complete a minimum of 45 credits:

19 credits from MANDATORY GROUP A

A minimum of 3 credits from OPTIONAL GROUP B

A minimum of 16 credits from OPTIONAL GROUP C

A maximum of 7 credits from OPTIONAL GROUP D.

A minimum of 45 credits must be achieved through completion of units at Level 2 or above

GROUP A MANDATORY

Credit value required: minimum 19

	Level	Credit
Deliver customer service	2	5
Understand customers	2	2
Principles of customer service	2	4
Understand employer organisations	2	4
Manage personal performance and development	2	4

GROUP B OPTIONAL UNITS

Credit value required: minimum 3

	Level	Credit
Communicate verbally with customers	2	3
Communicate with customers in writing	2	3

GROUP C OPTIONAL UNITS

Credit value required: minimum 16

	Level	Credit
Deal with incoming telephone calls from customers	2	3
Make telephone calls to customers	2	3
Promote additional products &/or services to customers	2	2
Process information about customers	2	3
Exceed customer expectations	2	3
Deliver customer service whilst working on customer's premises	2	4
Carry out customer service handovers	2	3
Resolve customer service problems	2	5
Deliver customer service to challenging customers	2	3
Develop customer relationships	2	3
Support customer service improvements	2	3
Support customers through realtime online customer service	2	3

GROUP C OPTIONAL UNITS

Credit value required: minimum 16

	Level	Credit
Use social media to deliver customer service	2	3
Resolve customers' complaints	3	4
Gather, analyse and interpret customer feedback	3	5
Support customers using selfservice equipment	2	3
Provide post-transaction customer service	2	5

GROUP D OPTIONAL UNITS

Credit value required: maximum 7

	Level	Credit
Health and safety procedures in the workplace	2	2
Manage diary systems	2	2
Provide reception services	2	3
Contribute to the organisation of an event	2	3
Buddy a colleague to develop their skills	2	3
Employee rights and responsibilities	2	2
Develop working relationships with colleagues	2	3
Principles of equality and diversity in the workplace	2	2
Processing sales orders	2	2
Meeting customers' after sales needs	2	3
Handling objections and closing sales	2	3
Deal with incidents through a contact centre	2	7
Carry out direct sales activities in a contact centre	2	5
Negotiate in a business environment	3	4
Bespoke Software	2	3