



Customer service has never been more important to the success of businesses.

It has shifted in recent times from dealing with complaints behind the scenes to direct face-to-face interaction. This change means your customer service needs to be first-rate in order to ensure that you stay ahead of your competitors and keep your customers loyal.

These courses are fully funded via the European Social Fund (ESF), for anyone with 3 years+ EU residency and the right to work in the UK.

### **Qualification aim**

The Level 2 Certificate teaches the skills to **provide excellent customer service** and can be applied to hundreds of job roles across many different sectors, from government to telecommunications. The qualification focuses on a variety of key themes; impression and image, delivery, handling problems, development and improvement.

### **Who are these courses suitable for?**

Whilst customer service is the responsibility of every member of staff in an organisation, from the caretaker to the CEO, this is ideal for those who are just starting out in a customer service career or any customer facing role.

### **What is on offer?**

You can choose to complete either Bundle 1 or 2.

#### **Bundle 1 - Full Level 2 Certificate**

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development
- Communicate verbally with customers
- Promote additional products and/or services to customers
- Exceed customer expectations
- Resolve customer service problems
- Deliver customer service to challenging customers
- Develop customer relationships
- Health and safety procedures in the workplace
- Employee rights and responsibilities
- Develop working relationships with colleagues

#### **Bundle 2 - Select a minimum of four units**

- Deliver customer service
- Understand customers
- Communicate verbally with customers
- Promote additional products and/or services to customers
- Exceed customer expectations
- Resolve customer service problems
- Develop working relationships with colleagues

If needed, Functional Skills courses (maths and/or English) can also be fully funded.