



Customer Service

In order to have a truly successful business, you need to provide good customer service – it is believed that 96% of unhappy customers don't ever complain, however 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

Course Content

- Learn to deliver excellent customer service
- Increase awareness of understanding and meeting customers' needs
- Giving a great customer experience

Mandatory units

- Principles of customer service and delivery
- Understand customers
- Understand employer organisations

Qualification

Fully Funded
Level 2 Certificate
Distance Learning

Guided Learning
Hours

180-230

Course length

10 weeks



To enquire about this course, call Claire at CQM Learning
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