

City & Guilds Customer Service Level 3 Certificate



About the course:

This course is an ideal progression for those who have already completed the Customer Service Level 2 Certificate, or for people wishing to extend their knowledge & skills of Customer Service. This City & Guilds course will explore supervisory aspects involved in delivering excellent customer service.

Entry requirements:

You should have a GCSE equivalent to a Grade C in English or a Level 2 Customer Service qualification.

Length of course & time commitment per week:

This course is delivered online over 4 days. It includes provision of full revision notes which candidates are expected to work through independently. Exams (multiple choice) will take place on the final half day.

Who should take this course:

The Customer Service Level 3 course is most suitable for those who have some supervisory responsibilities or those who have extensive experience in a customer service role.

What the course covers:

The course has two parts. The 'principles of customer service delivery' part covers:

- Customer service in different sectors
- Customer expectations
- Communication methods
- Problem solving & complaint handling
- Relevant legislation

The 'developing & improving the customer service process' part covers:

- Evaluating & monitoring customer service processes & delivery
- Continuous improvement methods
- Promoting products and services & cost benefit analysis
- Importance of teamwork & leading a team
- Measuring customer service performance
- Monitoring team & individual performance
- Formal development planning for the organisation & individual

Benefits of the course:

The course will develop and sharpen your knowledge and skills, enabling you to deliver effective, high quality customer service within a range of environments. You can use this course as a springboard to career progression in any industry or to progress on to further qualifications such as Team Leading with the Institute of Leadership & Management.

Costs

The full price of the course will be £400 per person but various fee reductions are available subject to eligibility.

How to Apply:

For more information, please contact Enrolments on 01274 327327 or email enrolments@shipleigh.ac.uk

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Please note Shipleigh College reserves the right to amend course content and courses offered.