

Customer Service Level 2 Certificate



About the Course:

Our Customer Service course is ideal for staff whose job role includes working with customers. This City & Guilds course will give your staff the confidence and ability to deal with customers in a professional and efficient manner. It covers the delivery of effective customer service and supporting the customer service environment.

Benefits of the course:

This course will teach your staff customer service skills, including:

- Learning how to meet customer needs
- Understanding how to deliver great customer experience
- Improving their ability to handle complaints effectively
- Increasing their confidence and gaining constructive feedback
- Finding the most effective ways of promoting products and services

Who should take this course?

This course is suitable for individuals working or intending to work in a customer service role with day-to-day interaction with customers.

What the course covers:

The course covers a range of areas including:

- Communicate effectively with customers
- Principles of customer service
- Customer needs and expectations
- Responding to customers queries and complaints
- legislation which supports the customer service process
- Apply customer service improvements and develop self

Duration & Time Commitment

This is a two-day course and includes online learning material which involves self-study.

Costs

This two-day course can be delivered for as little as £250 per person, however some staff may be eligible for a fee reduction.

To apply: Contact the Business Development Team on 01274 327307 or email employers@shiple.ac.uk

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Please note: Shiple College reserves the right to amend course content and courses offered