



Customer Service

For additional information on this course please contact us:

London Office
519-523 Cambridge
Heath Road
Bethnal Green
London
E2 9BU

PHONE:
0800 1692430

Essex Office
Head Office
44 Alexandra Street
Southend on Sea
Essex SS1 1BJ

PHONE:
0800 7832901

Central Training is a training company that delivers a range of training programmes for young people, adults and businesses across London and Essex.

Customer Service Level 2

This programme is intended for people who are responsible for delivering customer service and who interact with customers directly.

This qualification gives the candidate recognition on their performance in their workplace. It assesses their knowledge and understanding of key areas of customer service. The programme will develop new understanding and skills, which will increase motivation and above all improve service.

Benefits to the Employer

- Enhance customer satisfaction and retention
- Give your employees the customer service training they need to maximise their performance, sell more products and become more productive
- Improve Staff retention
- Highly motivated staff
- Improve efficiency and productivity
- The opportunity to develop ambitious individuals
- The qualification is themed to ensure it is tailored to your business requirements

Benefits to the Employees

- Career progression that may lead to promotion
- Recognition of existing skills and the opportunity to develop new abilities
- Gain confidence and development in your area of work
- Learning by “doing” rather than sitting exams
- Gain a national recognised qualification

The NVQ is made up of different units of competence. Each unit is then broken down into a number of elements. Candidates complete a portfolio of evidence comprising of various assessments methods to demonstrate their ability. Assessment methods would include: observation, question/answer sessions, witness testimony, personal statement and guided discussion.

Candidates are supported by a qualified assessor who will carry out assessments and regularly review their progress and development. To achieve NVQ Level 2 in Customer Service the Candidate must complete two compulsory units plus five other units. A total of seven units must be completed to achieve this qualification.

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Mandatory Units

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Optional Units

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone
- Deliver reliable customer service
- Deliver customer service on your customers premises
- Recognise diversity when delivering customer service
- Recognise and deal with customer queries, requests and problems
- Resolve customer problems
- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service.