

Level 2 Certificate

PRINCIPLES OF CUSTOMER SERVICE

This free course provides the knowledge and skills required by employers to work in a range of different environments in a customer service role.

COURSE UNITS INCLUDE

- Principles of customer service and delivery
- Understand customers
- Understand employer organisations
- Understand how to communicate with customers
- Understand how to handle customer information
- Understand how to resolve problems and deliver customer service to challenging customers
- Understand how to develop customer relationships

**FREE ONWARD PERSONAL
LEARNING COURSE WORTH £100**

**TO BOOK, OR TO REFER, FOR THIS
SHORT COURSE PLEASE
CONTACT:**

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Eligibility Criteria

LEARNERS NEED A LAPTOP OR COMPUTER TO ACCESS THIS COURSE

This course is delivered remotely.

Learners must be 19+ and be able to commit fully to the course.

Learners must have access to relevant identification to register to the course.

An online initial assessment is required to be completed prior to the course starting.

Learners Maths & English working level must be at least entry level 3.

Must not have completed these qualifications previously at degree standard or possess the same qualifications higher than level 1.



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TRAINING PROVIDER

