

NCFE Level 2 Certificate in the Principles of Customer Services

This qualification enables learners to develop existing skills and gain knowledge of key areas for efficient customer service, such as communicating with customers and handling customer information.

This course is suitable for anyone who is interested in customer service, and those who are hoping for career progression or employment opportunities in the customer service industry.

This qualification is ideal for anyone who is currently working in a customer facing role, or anyone who is looking to get a job where the role involves customer service knowledge as a key component of the position.

Course content:

This course is split into seven manageable units, covering topics such as:

Unit 1: Principles of customer service and delivery

Unit 2: Understand customers

Unit 3: Understand employer organisations

Unit 4: Understand how to communicate with customers

Unit 5: Understand how to handle customer information

Unit 6: Understand how to resolve problems and deliver customer service to challenging customers

Unit 7: Understand how to develop customer relationships

Each unit contains activities and assessments designed to cover the specific learning outcomes.

Email Info@etacs.co.uk for more detail.



ETA

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