

FREE

FLEXIBLE

FULFILLING

 Refresh your career or learn a new skill with one of our vibrant short courses!

Certificate in Customer Service

Level 2 NCFE/CACHE

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

What you will learn:

Principles of Customer Service and Delivery

Understand Customers

Understand Employer Organisations

The benefits:

Achieve a nationally recognised Level 2 qualification

Evidence your competency to employers

Further your personal and professional development

Learn at a time that suits you without the need to attend college

Improve your understanding of how to successfully handle complaints

Reduce the risk of complaints

Interested? Let's talk!

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ETA
EDUCATE | TRAIN | ACHIEVE