

### Course Introduction

#### Are you looking to develop your customer service skills?

This fully funded Customer Service course will give you a solid understanding of the principles of customer service and how to deliver these in the workplace.

This City & Guilds employer recognised certificate, will provide you with valuable transferable skills that you can use in a variety of customer service roles. You will learn how to create customer-friendly attitudes and how to put these into practice in the workplace as well as how to communicate effectively and meet the needs of customers. This qualification will support you in your employment journey or help you progress in your current role.

The course is delivered through trainer led sessions along with additional research and study tasks. The qualification is achieved through completion of two multiple choice tests with a complete focus on improving customer service and effective customer communication.

## CUSTOMER SERVICE/HOSPITALITY

### Level 2 Certificate in Customer Service

### Qualification Structure

#### The City & Guilds Level 2 Certificate in Customer Service mandatory units:

- ✓ Delivery of effective customer service
- ✓ Supporting the customer service environment

### Accreditation



This series of workshops is accredited by City & Guilds.

To gain accreditation delegates will be required to successfully complete two multiple choice tests.

### Outcomes

- ✓ The principles of customer service
- ✓ How customer needs and expectations are formed
- ✓ The principles of responding to customers problems or complaints
- ✓ The interpersonal and team working skills required in the customer service environment
- ✓ The legislation which supports the customer service process
- ✓ The practical skills required to deliver effective customer service
- ✓ How to meet customers need and expectations
- ✓ How to communicate effectively with customers

### Delivery

**Location:** Get Set UK office or Online **Duration:** 10 days (Monday - Friday) over a 2-week period

**Timing:** 9:30am to 2:30pm **Delivery:** Face-to-face in groups or Online **Format:** Workshops followed by two multiple choice tests