



ESF: Distance Learning

NCFE Certificate in Principles of Customer Service Level 2

Aged 19+
(born before
01/09/1999)

Lived in the
EU for 3 years

Available
fully-funded

This course is perfect for those looking to raise the bar within customer service. It is geared towards learners looking to enhance their skills and gain and a certificate in customer service.

Session 1

Principles of Customer Service and Delivery

- Understand Customer Service
- How to achieve consistently high quality of customer service
- Understand how to deliver effective customer service
- Explain customer service information and how processes are managed
- Understand the relationship between customer service and a brand

Understand Customers

- Every customer is different: understand the different types of customers
- Relationship between good customer service and customer loyalty

Session 2

Understand How to Communicate with Customers

- How to communicate verbally with customers
- How to communicate in writing
- Customer service language
- Questioning Techniques

Understand how to Develop Customer Relationships

- How to develop customer relationships
- Examine how to exceed customer expectations
- Look at ways to support customer service improvements

Understand how to Resolve Problems and Deliver Customer Service to Challenging Customers

- How to deal with challenging customers
- Describe techniques to resolve problems
- Problems / Solutions and how to manage unresolved problems

Session 3

Understand Employer Organisations

- Understand organisational structures
- Differences between private, public and voluntary sectors
- Describe internal and external influences on organisations
- How change within the business environment is important

Understand how to Develop Working Relationships with Colleagues

- Examine the principles of effective teamwork
- Understand how to buddy a colleague
- Look at feedback techniques

This course will be delivered over three sessions. Training on the subjects will be given by a qualified trainer and throughout these sessions, the learner will need to complete a question workbook and collect evidence of work being completed, that will be marked by the tutor to show that the new skills have been embedded.

Each learner must attend each session to complete the training