

# Customer Service

## Overview

The aim of this qualification is to assist you/your staff to achieve excellent standards of customer service. This is a necessity for any successful business. Whether the communications are over the phone, face to face, electronically or in writing, managing customer's expectations of what constitutes excellent customer service is always a constant challenge.

Through these qualifications, your employees will acquire or enhance the skills to communicate effectively with customers and colleagues. They will learn how to communicate using customer service language and the basic principles that are at the heart of customer service.

Available at both Level 2 and Level 3

## Who will benefit?

People who are new to the customer service role or those who want to enhance their existing skills further. The qualifications are relevant in any customer service environment, including technical and support staff, managers and team leaders who support or work with either internal or external customers.

## Outcomes

The Customer Service Qualification will benefit your business by enabling learners to meet many objectives; listed below are just a few examples:

- Adapt behaviour to give a good customer service impression
- Identify specific needs through effective questioning and listening
- Communicate effectively using customer service language
- Promote additional services or products to customers
- Process information about customers
- Plan and make calls to customers in a way that contributes positively to the organisations customer service
- Recognise and deal with customer queries, requests and problems
- Deal directly with difficult customers and try to reach a resolution that satisfies everybody or at least reduces the risk of dissatisfaction
- Develop customer relationships
- Deal with customers face to face, over the telephone, in writing or electronically
- Process customer service complaints
- Monitor and solve customer service problems
- Support customers using on-line customer services

## Customer Service Intermediate Qualification Units

Communicate using customer service language	Follow the rules to deliver customer service	Maintain a positive and customer-friendly attitude
Deal with customers face to face	Deal with incoming telephone calls from customers	Make telephone calls to customers
Deal with customers in writing or electronically	Use customer service as a competitive tool	Organise the promotion of additional services or products to customers
Build a customer service knowledge set	Adapt your behaviour to give a good customer service impression	Communicate effectively with customers
Give customers a positive impression of yourself and your organisation.	Promote additional services or products to customers	Process information about customers
Live up to the customer service promise	Make customer service personal	Go the extra mile in customer service
Do your job in a customer friendly way	Organise the delivery of reliable customer service	Improve the customer relationship
Deliver reliable customer service	Deliver customer service on your customer's premises	Recognise diversity when delivering customer service
Deal with customers across a language divide	Use questioning techniques when delivering customer service	Deal with customers using bespoke software
Maintain customer service through effective handover	Deliver customer service using service partnerships	Recognise and deal with customer queries, requests and problems
Take details of customer service problems	Resolve customer service problems	Deliver customer service to difficult customers

## Customer Service Advanced Qualification Units

Demonstrate understanding of customer service	Demonstrate understanding of the rules that impact on improvements in customer service	Deal with customers face to face
Deal with incoming telephone calls from customers	Make telephone calls to customers	Deal with customers in writing or electronically
Use customer service as a competitive tool	Organise the promotion of additional services or products to customers	Build a customer service knowledge set
Champion customer service	Make customer service environmentally friendly and sustainable	Communicate effectively with customers
Give customers a positive impression of yourself and your organisation.	Promote additional services or products to customers	Process information about customers
Live up to the customer service promise	Make customer service personal	Go the extra mile in customer service
Do your job in a customer friendly way	Organise the delivery of reliable customer service	Improve the customer relationship
Maintain and develop a healthy and safe customer service environment	Plan, organise and control customer service operations	Review the quality of customer service
Build and maintain effective customer relations	Deliver seamless customer service with a team	Deliver reliable customer service
Deliver customer service on your customer's premises	Recognise diversity when delivering customer service	Deal with customers across a language divide
Use questioning techniques when delivering customer service	Deal with customers using bespoke software	Maintain customer service through effective handover

In addition, learners will also complete functional skills and technical certificates