

Customer Service Level 2

Good customer service is a critical requirement common to all industries and sectors, both public and private. Our courses will benefit both the employer and employee through enhanced abilities gained whilst the employee achieves a recognised qualification, thereby improving all-round service to customers. To achieve the full City and Guilds Qualification, the learner will need to prove competency by completing 2 mandatory units and 5 optional units.

NVQ CUSTOMER SERVICE (CITY & GUILDS)



MANDATORY UNITS:
2 mandatory units must be completed.

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

OPTIONAL UNITS:
5 optional units must be completed and must include at least one unit from each theme:

Impression and Image

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service

NVQ CUSTOMER SERVICE (CITY & GUILDS)

- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone

Delivery

- Deliver reliable customer service
- Deliver customer service on your customer's premises
- Recognise diversity when delivering customer service

Handling Problems

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

Development and Improvement

- Develop customer relationships
- Support customer service improvements
- Develop personal performance through delivering customer service



BASIC SKILLS

Basic skills are the skills we all need and use in everyday life. They are a key to any training undertaken and help us to perform better in everyday tasks.

Support and coaching will be given in basic skills in order for successful completion of the National Vocational Qualification.



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