

Customer Service Level 1

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 6 mandatory units.

NVQ CUSTOMER SERVICE (CITY & GUILDS)



MANDATORY UNITS

The following mandatory units must be completed:

- Prepare yourself to deliver good customer service
- Maintain a positive and friendly attitude
- Communicate effectively with customers
- Do your job in a customer friendly way
- Provide customer service within the rules
- Recognise and deal with customer queries, requests and problems

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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.

