

# NVQ CUSTOMER SERVICE

## Level 2



Customer Service cannot be ignored in the competitive marketplace; it affects all businesses no matter which sector.

This course will help you develop the essential interpersonal skills that are needed when working within a high-level customer service environment. The programme gives you the opportunity to develop crucial skills when dealing directly or indirectly with internal or external customers. The programme will help you to present a good impression and image, improve customer service delivery, handle problems and develop and improve customer service. The course will develop your ability to work effectively and enhance career progression by gaining a nationally recognised customer service qualification.

- This programme is delivered and assessed in the workplace. An assessor will visit the employees to develop a tailored training and assessment plan. Assessment is extremely flexible and is arranged in negotiation between the employer, employee and college assessor.
- Assessment time varies, but generally the qualification is completed within 3-6 months over 6-10 visits.

### Customer Services NVQ Level 2

To achieve this qualification, candidates must complete a minimum of 7 units (two mandatory and five optional)

#### MANDATORY UNITS

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

#### OPTIONAL UNITS - DELIVERY

- Deliver reliable customer service
- Control the use of resources
- Develop and maintain positive working relationships with customers

#### OPTIONAL UNITS - DEVELOPMENT AND IMPROVEMENT

- Develop customer relationships
- Support customer service improvements

#### OPTIONAL UNITS - HANDLING PROBLEMS

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

#### OPTIONAL UNITS - IMPRESSION AND IMAGE

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Live up to the customer service promise
- Deal with customers in writing or using ICT
- Process customer service information
- Deal with customers face-to-face
- Make customer service personal
- Deal with customers by telephone
- Go the extra mile in customer service

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