

Customer Service

<p>Overview</p>	<p>This programme provides employees with the skills and knowledge to excel in customer service delivery. Key elements include impression and image, dealing with customers by telephone, face to face, or using ICT, handling problems and personal development.</p> <p>Level 2 is for frontline staff including: receptionists, retail assistants, care assistants, call centre staff.</p> <p>Level 3 is for those with supervisory responsibilities and greater liaison with service partners.</p>
<p>Features</p>	<ul style="list-style-type: none"> ▪ Delivered at the workplace ▪ Funding available ▪ Tailored programme to meet specific needs ▪ Optional unit choices ▪ Access to on line learning resources
<p>Benefits</p>	<p>For employers:</p> <ul style="list-style-type: none"> ▪ Helps deliver excellent service ensuring customer's loyalty ▪ Improves performance, productivity and profitability ▪ Allows you to remain competitive ▪ Helps establish a positive reputation in the marketplace ▪ Differentiates your business in the current climate <p>For employees:</p> <ul style="list-style-type: none"> ▪ Boosts self esteem, morale and motivation ▪ Enhances career prospects ▪ Provides a nationally recognised qualification for skills and knowledge in customer service
<p>Duration</p>	<p>Between 6 and 9 months</p>
<p>Qualification</p>	<p>NVQ Levels 2 & 3</p>
<p>More Information</p>	<p>For a free professional training needs analysis please contact us on 08456 250 250 or email info@skillsbase.co.uk</p>