



Principles of Customer Service

Level 2 Certificate
Distance Learning



Details:

This qualification allows you to develop knowledge of the key principles of customer service, including communication techniques, different approaches for resolving problems, different organisational structures and the current sales and consumer-related legislation.

Units covered:

- ⇒ Principles of customer service and delivery
- ⇒ Understand customers
- ⇒ Understand employer organisations
- ⇒ Understand how to communicate with customers
- ⇒ Understand how to handle customer information
- ⇒ Understand how to resolve problems and deliver customer service to challenging customers
- ⇒ Understand how to develop customer relationships

Assessment:

Learners will complete a series of assessment questions throughout the course with feedback from the tutor/assessor. There will be regular submission dates for work. This is done via a professional learning platform, and you complete it at a time that suits you, with the support of an online tutor.

How to enrol:

Email us: ref@voncaprecruitment.co.uk

Phone us: 01803 422082

Visit our website: www.voncap.co.uk/distance-learning-courses

Awarding Body:

NCFE
or
TQUK

Course length:

21 Weeks/
210 hours

Mode of study:

Distance Learning
Online at home/
office

