



NVQ Customer Service – Level 1

Who is it for?

This qualification is designed for those who want to offer improved levels of service to their customers.

Accreditation

The course is accredited by City & Guilds

Course Content

The course contains six mandatory units:

- 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

Progression Opportunities

On completion of this programme learners can progress on to NVQ in Customer Service Level 2