



## **NVQ Customer Service – Level 3**

### **Who is it for?**

This qualification is designed for people who not only appreciate the importance of providing excellent customer service, but also have the authority to implement and evaluate changes to systems and procedures, based on customer feedback.

### **Accreditation**

The course is accredited by City & Guilds

### **Course Content**

The course contains six units, five mandatory and one optional:

#### Mandatory

- Organise, deliver and maintain reliable customer service
- Improve the customer relationship
- Work with others to improve customer service
- Monitor and resolve customer service problems
- Provide continuous improvement

#### Optional

- Develop your own and others customer service skills
- Organise and promote products/services to customers
- Lead the work of teams/individuals to improve customer service

### **Progression Opportunities**

On completion of this programme learners can progress on to NVQ in Customer Service Level 4