

NVQ Customer Service – Level 2

Who is it for?

This Qualification is designed for those who want to offer improved levels of service to their customers. The programme specifically looks at developing positive working relationships with customers.

Accreditation

The course is accredited by City & Guilds

Course Content

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

Mandatory Units

- Give customers a positive impression of yourself and your organisation
- Deliver reliable customer service
- Develop customer relationships
- Resolve customer service problems

Optional Units

- Support customer service improvements
- Develop personal performance through delivering customer service
- Promote additional products or services to customers
- Process customer service information

Progression Opportunities

On completion of this programme learners can progress on to NVQ in Customer Service Level 3