



FREE ONLINE LEARNING

CUSTOMER SERVICE SKILLS

LEVEL 2

Who is this course for?

This qualification is designed to prepare learners for employment and support learners who are new to the customer service sector and wish to improve their knowledge of this area resulting in the achievement of a nationally recognised qualification.

What does the qualification cover?

10 units & 2 assessments packs at the end. Topics include:

- The principles of customer service
- Unique selling points (USPs) & unique service offers (USOs)
- Customer satisfaction
- Dealing with difficult situations
- Interpersonal skills for customer service

How is the course delivered?

All of our courses are completed via our online learning platform supported with interactive resources and webinars to cover the key topics where you can interact with a tutor and your peers. You will be supported throughout by one of our tutors who will review your progress.

Course overview



START DATE

Flexible



LEVEL

2



DURATION

2 weeks - daily 1 hour interactive webinars



DELIVERY

Online classroom sessions



QUALIFICATION

Level 2 Certificate in Customer Service