

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?

Topics include:

- Principles of Customer Service and delivery
- Understand Customers
- Understand Employer Organisations
- Understand how to communicate with customers
- Understand how to resolve problems and deliver customer service to challenging customers
- Understand how to develop customer relationships
- Understand how to develop working relationships with colleagues

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

12 - 16 weeks - Independent studying



DELIVERY

Access to Babington E-Learning Platform



QUALIFICATION

Level 2 Certificate in Customer Service