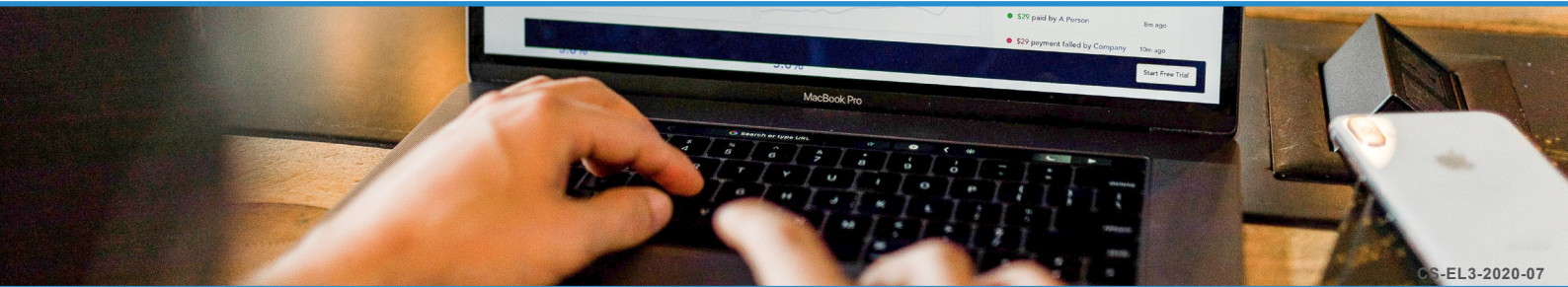


INTRODUCTION TO CUSTOMER SERVICE

ENTRY LEVEL 3 CERTIFICATE



Transforming lives by
improving skills, preparing for
jobs and building careers



CS-EL3-2020-07



Course Delivery: Online



Awarding Body: City & Guilds (4411-33)



Guided Learning Hours: 109 hours



Course Fees: Fully funded for eligible learners*



Typical Course Completion Time:
4 weeks (5.5h per day) or 20 weeks (5.5h per week)



Assessments: Internally assessed and externally quality assured portfolio of evidence

COURSE OVERVIEW

This qualification covers the basic elements of how to deliver customer service and the learner will develop a range of skills and knowledge from how to answer the telephone to applying legislation. Learners will gain an understanding of the impact of customer service and will equip them with the skills to support customer service delivery.

BENEFITS

- Gain a fully funded, nationally recognised qualification.
- Boost your confidence and career prospects.
- Distance learning allows you to choose when and where you study.
- Personal Tutors are assigned to you to ensure you have the support needed to succeed.
- Improve your customer service and communication skills, quickly and easily.

EMBEDDED SKILLS

- Listening and communication skills
- Self Control
- Positivity
- Assertiveness
- Conflict resolution
- Empathy
- Depersonalisation
- Taking responsibility
- Humour

COURSE AIMS

- An understanding of how to communicate effectively with customers.
- An understanding of effective relationships with customers and colleagues.
- An understanding of how to work in a customer focussed way.
- Skills to manage telephone calls with customers.
- An understanding of how to manage and communicate customer service problems.
- Legislation, regulation and procedures to follow in customer service.



- Go Train has 20 permanent centres and over 200 staff.
- High quality online and offline training and development programmes.
- Supporting tens of thousands to enter and sustain employment since 2002.

*A UK resident or can provide Right to Work documents AND you are either unemployed, on benefits, low-waged or registered self-employed.



Education & Skills
Funding Agency



West Midlands
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