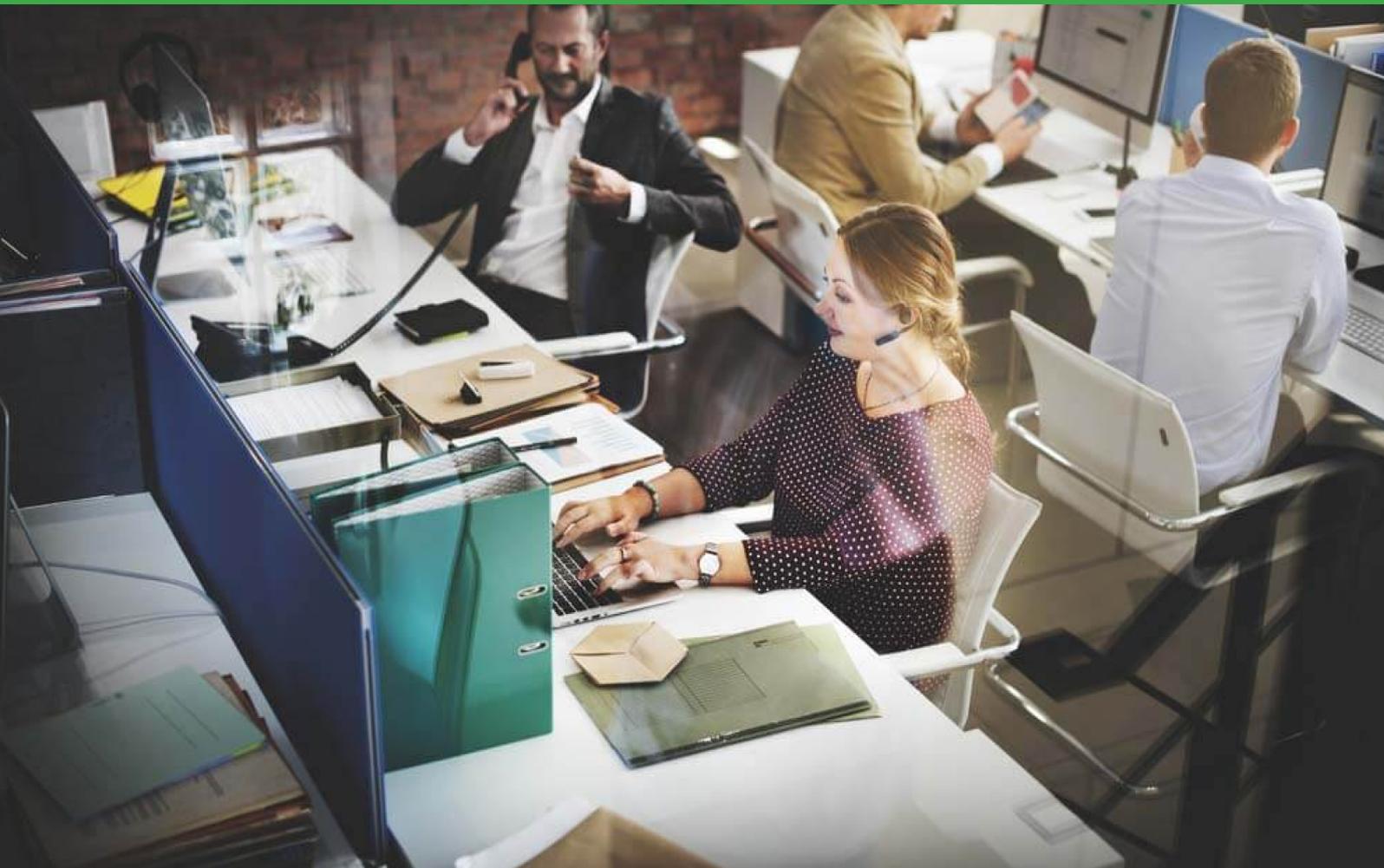




STUDY365
.co.uk

Customer Service Training

CPD Accredited



Boost your skills with the best online courses

HOTLINE 0203 874 9355



ABOUT US

We are one of the world's best online platforms, offering courses in everything from office administration, to accounting, to yoga - and much more. All of our 1000+ courses are taught by an expert teacher, and because every course is on-demand students can learn at their own pace, in their own time and on any device.

OUR MISSION

The mission of Study365 is to provide industry relevant higher education to a diverse student population through innovative technology and experience teachers, enabling you to pursue personal and professional goals.

OUR VISION

We hope to innovate online education on a global scale, and to be recognized as instrumental in the web application of instructional technologies which facilitate a new generation of e-learning and e-teaching.

OUR PROCESS

We believe that online learning is the future, and as such, we are fully online. Providing outstanding resources to our learners straight to their laptop or device. We help students everywhere to achieve excellence.



Get Certified

You'll be assessed by Study 365 on completion of your modules. In most cases you'll be graded instantly, so there is no frustrating waiting around to find out your grade. Depending on the course, you might also be assessed in a real working environment. Successful students will gain relevant certification, many of which are recognised by professional institutions.



Excellent Value for Money

You'll be assessed by Study 365 on completion of your modules. In most cases you'll be graded instantly, so there is no frustrating waiting around to find out your grade. Depending on the course, you might also be assessed in a real working environment. Successful students will gain relevant certification, many of which are recognised by professional institutions.



Go at your own Pace

Life can be hectic, we get that, so we won't pressure you to go at a pace that's uncomfortable for you. To us whether you're zooming through the modules, or taking the scenic route, it's all good. The beauty of studying with Study 365 is that you can set the pace, learn in the comfort of your own home, and even take us with you on holiday!



Expert Tutor Support

Life can be hectic, we get that, so we won't pressure you to go at a pace that's uncomfortable for you. To us whether you're zooming through the modules, or taking the scenic route, it's all good. The beauty of studying with Study 365 is that you can set the pace, learn in the comfort of your own home, and even take us with you on holiday!

Customer Service Training

About the course

OVERVIEW

Do you need to develop great customer service skills?

We've got everything covered in this comprehensive Customer Service Training course. Prove to employers that you can provide excellent customer service skills and get the rewards you deserve. With a recognised qualification on your CV, you'll have a huge advantage and will have many more job opportunities.

The modules on this course have been designed by professionals and begin by covering customer service as a whole. Learners will also study telephone etiquette, how to work in a team effectively, how to supervise a team, how to deal with complaints and much more. Gaining this certificate will fully prepare you for work in a customer service environment and will allow you to progress to supervisor level once you have some work experience.

What will I learn?

This Customer Service Skills Training course will develop knowledge and skills in key areas such as:

- Delivering customer service
- Customer retention
- Resolving customer problems
- Business principles
- Managing your own performance
- Professional development

Learning with Study 365 has many advantages. The course material is delivered straight to you and can be adapted to fit in with your lifestyle. It is created by experts within the industry, meaning you are receiving accurate information, which is up-to-date and easy to understand.

This course is comprised of professionally narrated e-Learning modules, interactive quizzes, tests and exams. All delivered through a system that you will have access to 24 hours a day, 7 days a week for 365 days (12 months). An effective support service and study materials will give you the confidence to secure your qualification.



365 Days



18 Modules



Exam Included



38 Guided
Learning
Hours



Course
Certificate



Beginner and
Intermediate

Who is for?

- This qualification is aimed at those already working in a wide variety of customer service settings such as hotels, banks, contact centres, restaurants and retail outlets.
- The qualification is a competence based qualification and is suitable for a wide range of candidates in employment who wish to enhance their career prospects.

Method of Assessment

At the end of the course learners will take an online multiple choice question assessment test. The online test is marked straight away, so you will know immediately if you have passed the course.

Entry Requirement

Learners must be age 16 or over and should have basic understanding of the English Language, numeracy, literacy and ICT.

Course Description:

This Customer Service Training course is comprehensive and is designed to cover key areas listed under the curriculum. This course has been designed for 38 guided learning hours.

Certification

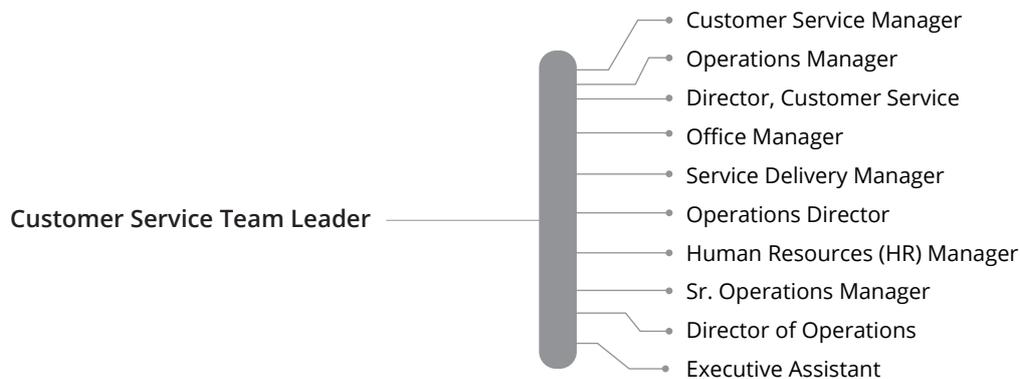
Successful candidates will be awarded a certificate in "Customer Service Training".

Career Path

Customer service impacts on all occupational sectors and this qualification could lead to a wide range of jobs in customer service, including:

- Customer Service Team Leader
- Contract Centre Supervisor
- Customer Relations Advisor
- Hotel Manager
- Sales Manager

Common Career Paths for Customer Service Training



Course Curriculum

- 1 Customer Service Principles
- 2 Customer Service Essentials
- 3 Setting Customer Service Goals & Objectives
- 4 Communication Skills for Customer Service
- 5 Customer Service Techniques
- 6 How to Manage Customer Service Team
- 7 Improving Your Customer Service Leadership
- 8 Leading Customer Service Team
- 9 Team Working and Team Building
- 10 Handling Customer Complains
- 11 How to Work with Unhappy Customers
- 12 How to Gain Back Lost Customers
- 13 Telephone Techniques
- 14 Telephone Etiquette
- 15 Telephone Customer Service
- 16 Power of Telephone Courtesy
- 17 Internal Customer Service
- 18 Customer Service at Call Centres

Accrediting Bodies



Accredited Certificate

BRIT ACADEMY FOR TRAINING Certificate Code:67081-99901-59311

 **STUDY365**
co.uk

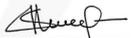
Diploma in Business Accounting

AWARD TO
Luke Wills

WHO HAS SUCCESSFULLY COMPLETED CPD & IAP ACCREDITED PROGRAMME AT BRIT ACADEMY FOR TRAINING

Awarded Date:August 19,2017


DAVID GRIFFIN
HEAD OF EXAMINATION


RUSHAN ARACHHIGE
DIRECTOR OF STUDIES


 **iAP**
where people get qualified

 **CPD**
MEMBER
The CPD Certification Service

UKRLP UK Register
of Learning
Providers

Effective Lessons

All lessons have been designed by experienced instructors with interactive teaching techniques.

Go at Your Own Pace

Complete the course in 2 days or two years - it is completely your decision.

Quality Study Materials

An easy to understand yet detailed course syllabus.

Gain a Qualification

End of course test and certificate.



Tutor Support

Experienced tutors on hand to offer you support and guidance by email



Fully Verifiable Diploma

Any future employers can validate your qualification via our website
24/7



12 Months Access

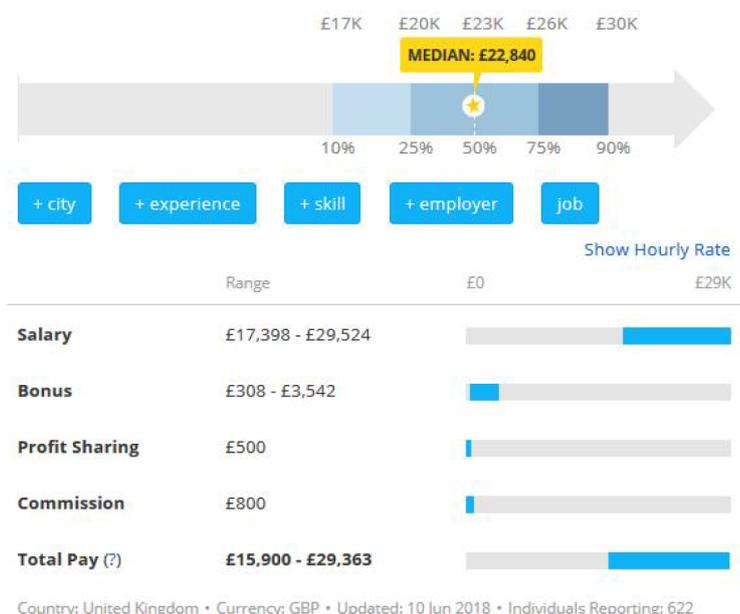
You will have access to the course and all update for life.

Our online courses are extremely popular. Book today to secure your place and take the first step to rewarding new career

CAREER PATH

You could become a Customer Service Team Leader, with an average salary of £22,840 (payscale.com). This Customer Service Training course will provide you with a whole host of skills, which could help you to become any of the following:

- Contract Centre Supervisor
- Customer Service Team Leader
- Customer Relations Advisor
- Hotel Manager
- Sales Manager



WHAT OUR LEARNERS SAY ABOUT US

Easy to follow and full of great Customer Service. Thank you very much!

- Qab Deen -

All the videos broke up on occasions. Easier reading method such as two continuous pages as with Microsoft Word would have been better

- Alastair Jinks-

The program is helping me understand lots of fundamentals and I am becoming a better person And I have to really appreciate the customer services that they are providing to students

- Kevin Delson -

WHO CAN TAKE THIS COURSE?

BOOK NOW: To take advantage of this training opportunity and come away with the knowledge, tools and a recognised qualification to pursue a rewarding career in Office Administration, contact us today on

Please note:STUDY365 does not provide any software with this course.

FAQs

✓ Who can take this course?

Anyone who has an interest in working in this field is encouraged to take the course. There are no entry requirements to take the course.

✓ What is the structure of the course?

The course is broken down in to modules. Each module takes between 10 and 60 minutes on average to study. Although you are free to spend as much or as little time as you feel necessary on each module, simply log in and out of the course at your convenience.

✓ Is there a test at the end of the course?

Once you have completed all modules there are multiple choice questions test. The questions will be on a range of topics found within the modules. The test, like the course, is online and can be taken a time and location of your choosing.

✓ What is the pass mark for final the test?

The pass mark for the test is 65%

✓ What happens if I fail the test?

If you don't pass the test first time you will get a second opportunity to take the test again after further study.

✓ When will I receive my certificate

Once you have completed your test you can log in to your account and download and print your e-certificate any time you need it. If you would prefer us to post you a printed certificate, there will be an admin charge of £29

✓ How can I pay?

We use PayPal for all payments on the site. You can either use your Visa, MasterCard, American Express, Solo cards or PayPal account to pay for the online course. All payments are handled securely by PayPal. We also accept bank transfer (BACs). Please contact us for more information about this

✓ Is my payment secure?

As previously mentioned your payment is totally secure. We don't get to see your payment details



406 White Horse Lane, London E1 3FY

 Phone: 0203 874 9355

 Email: support@study365.co.uk