



the **skills** network

Level 2 Certificate in **Principles of Customer Service**



Course overview

This qualification enables learners to develop existing skills and gain knowledge of key areas for efficient customer service, such as communicating with customers and handling customer information.

This course is suitable for anyone who is interested in customer service, and those who are hoping for career progression or employment opportunities in the customer service industry.



Level 2 Certificate in **Principles of Customer Service**

Who is suitable?


This qualification is ideal for anyone who is currently working in a customer facing role, or anyone who is looking to get a job where the role involves customer service knowledge as a key component of the position.

Learning method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **Online**  **Paper-based**

 **Paper-based learning with online assessments.**

no exams
just assessments

What you will learn

This course is split into seven manageable units:

Unit 1: Principles of customer service and delivery

Unit 2: Understand customers

Unit 3: Understand employer organisations

Unit 4: Understand how to communicate with customers

Unit 5: Understand how to handle customer information

Unit 6: Understand how to resolve problems and deliver customer service to challenging customers

Unit 7: Understand how to develop customer relationships

Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the customer service industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed.