

Level 2 NVQ Certificate in Customer Service

Programme:	This Level 2 NVQ Certificate in Customer Service is designed for learners who need to develop or consolidate their skills.
Units:	Units typically include: giving customers a positive impression of the organisation, promoting additional services or products to customers, processing customer service information, going the 'extra mile' in customer service, providing good customer service within the rules and living up to the customer service promise.
Length:	Typically up to 26 weeks (Depending on individual circumstances & company requirements)
Target:	Any individual that works in a customer service environment e.g. Customer Service Advisor, Contact Centre Operator, Bank / Building Society Customer Advisor.
Enrollment Session:	2.5 hours (max 12 per group)
Other Sessions:	Training sessions on the necessary tools & techniques and on the job assessments with reviews.
Funding:	There may be funding available for this programme. Please contact us directly to see if any of your learners are eligible.

Benefits:

- Improved time management
- Increased productivity
- A reduction in customer complaints
- Consistent delivery of customer service excellence within your organisation
- Customer queries are dealt with quickly and resolved effectively
- Improves employee morale and motivation
- Highlights the skill of the workforce to existing and potential customers
- Buy into the best methods of working from employees and makes a starting point for a learning journey
- Nationally recognised qualification

This qualification is also available at Level 3

Customer Service Nvq Level 2 Units Answers

Sebastian Brünink



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S/NVQ Level 2 Customer Service Sally Bradley,2003 Providing the knowledge needed to complete the qualification this textbook takes candidates through the five mandatory and three optional units of this award

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material on key topics outside the core syllabus and references to additional resources and organisations make this book a handy companion as you begin your plumbing career For the price of a spanner can you afford to be without it

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