



Benefits of a Customer Service NVQ:

On completion of the NVQ, the learner will be able to:

- Recognise the importance in retaining customers
- Deliver better service to customers
- Understand how to enhance the company's reputation to more customers
- Enhance the customer experience
- Evaluate and improve their customer service skills
- Understand the importance of the internal customer

Customer Service NVQ Level 2

This qualification is directed at those working within a customer service environment within any industry sector. The course will cover the practical skills for dealing with people both internally and externally and learning to provide a good level of customer service.

Mandatory Units

- Prepare yourself to give good customer service
- Provide customer service within the rules

Optional Units—choose 5

- Recognise and deal with customer queries, requests and problems
- Give customers a positive impression of yourself and your organisation
- Promote additional products or services to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone
- Deliver reliable customer service
- Deliver customer service on your customers' premises
- Recognise diversity when delivering customer service
- Resolve customer service problems
- Develop customer relations
- Support customer service improvements
- Develop personal performance through delivering customer service

“Superior customer service doesn't have to cost much. It can be as simple as remembering a name or giving a customer a call to see how they are getting on”

Derek Williams