



Department
for Work &
Pensions



**WORK
SKILLS**

DEVELOPING CUSTOMER SERVICE SKILLS

COURSE SUMMARY:

This new 16 hour course is designed to help you build confidence and develop practical customer service skills, while also gaining a strong understanding of what good customer service looks like in real working environments.

ENTRY REQUIREMENTS:

- Aged 19 or over
- Have good reading and writing skills



AWARD:
NCFE Level 1 Award

WHAT WILL YOU DO ON THIS COURSE?

Delivered over four sessions, the course covers important customer service topics, such as:

- Effective verbal and non verbal communication
- How to support and assist customers professionally
- Approaches to handling customer complaints
- The importance of creating a positive impression face to face, in writing, and over the telephone

PROGRESSION FROM THIS COURSE:

After completing this course, you can progress onto the Level 2 Award in Retail qualification with Realise Futures.

You will explore why high quality customer service is vital within various sectors, including Retail, and how your behaviour and communication can directly influence customer experience.

On successful completion, you will achieve a recognised qualification and gain practical skills that can improve your confidence and employment prospects in customer service roles.



**REALISE
FUTURES**

Enhancing people's lives

THE GATEWAY TO LEARNING IN YOUR COMMUNITY