



Department for Education



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

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

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.



AWARD:
NCFE Level 1 Award

PROGRESSION FROM THIS COURSE:

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



THE GATEWAY TO LEARNING IN YOUR COMMUNITY