

Customer Service Level 2

Aim

The Customer Service qualification is aimed at Front line staff who deal with internal or external Customers on a daily basis.

It aims to train and assess staff to understand what customer service is and what it means within their particular workplace.

It helps staff to identify the products and services of the business they work in. It deals with complaint handling and use of body language and communication to get the correct message across to customers. It also deals with aspects of maintaining good customer service and the procedures in the work place which enable this.

Units

To achieve the full award, a total of seven units must be completed.

Mandatory Units

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

Optional Units

It is required to choose one unit from each area and one more from any in order to achieve a total of five optional units.

Impression and image	Delivery
<ul style="list-style-type: none"> • Promote additional services or products 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 	<ul style="list-style-type: none"> • Deliver reliable customer service • Deliver customer service on your customer`s premises • Recognise diversity when delivering customer service
Handling Problems	Development and Improvement
<ul style="list-style-type: none"> • Recognise and deal with customer queries, requests and problems • Resolve customer service problems 	<ul style="list-style-type: none"> • Develop customer relationships • Support customer service improvements • Develop personal performance through delivering customer service.

Entry Requirements

There are no formal educational requirements for the Customer Service level 2 but all staff undertaking the qualification should have the opportunity and experience of dealing with internal or external customers on a regular basis.