

Customer Service Level 3

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 the use of correct body language to provide service that meets standards. It also deals with legal requirements which affect customer service and potential risks and hazards.

Units to be completed

To achieve the qualification, it is required to complete a total of eight units.

Mandatory Units

- Understood customer service to improve service delivery
- Know the rules to follow when developing customer service

Optional Units

6 units to be chosen, at least one from each group.

<u>Impression and Image</u>	<u>Delivery</u>	<u>Handling Problems</u>	<u>Development and Improvement</u>
<ul style="list-style-type: none"> • Make customer service personal • Go the extra mile in customer service • Deal with customers in writing or using ICT • Use customer service as a competitive tool • Organise the promotion of service or products to customers 	<ul style="list-style-type: none"> • Deliver customer service on your customer's premises • Recognise diversity when delivering customer service • Deliver customer service using service partnership • Organise the delivery of reliable customer service • Improve the customer relationship 	<ul style="list-style-type: none"> • Monitor and solve customer service problems • Apply risk assessment to customer service • Process customer service complains 	<ul style="list-style-type: none"> • Work with others to improve customer service • Promote continuous improvement in customer service • Develop your own and others customers service skills • Lead the team to improve customer service • Gather, analyse, and interpret customer feedback

ENTRY REQUIREMENTS

There are no formal educational requirements for the Customer Service level 3 but all staff undertaking the qualification should have the opportunity and experience of dealing with internal or external customers on a regular basis.