

CUSTOMER SERVICE

Course Overview

This accredited qualification has been designed for delivery to all learners working or preparing to work in a customer service role or where using the telephone is a part of their role.

This qualification covers the principles of customer service, including how to meet customer expectations, the importance of appropriate behaviour and communication techniques, as well as ways to deal with problem customers.



This qualification is classroom-based and usually achieved by taking a one-day course. This course is assessed through a 1-hour 30-question multiple-choice examination. Learners must achieve a score of at least 20 out of 30 in order to pass.

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ideas
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