

LEVEL 2 CUSTOMER SERVICE

HIGHFIELD ELEARNING

FACT SHEET

- Quick and Easy
- Flexible and Accessible
- Saves Time and Money
- Audited and Approved
- Accredited Option
- Bite-Size Sessions
- No Social Distancing



KEY DETAILS AT A GLANCE

Duration	1 - 2 hours
Audience	All staff including apprentices and managers.
Prerequisites	No prior knowledge needed
Certificated	Yes - Highfield Completion Certificate
Compatibility	Laptop/Desktop PC Internet Explorer 11 Microsoft Edge Google Chrome Mozilla Firefox Apple iMacs/Macbooks Safari Google Chrome Mozilla Firefox iPads Safari Google Chrome for Tablets Android/Windows based tablets Internet Explorer 11 Google Chrome for Tablets Mozilla Firefox Microsoft Edge

NOTE: Enabling JavaScript and a stable broadband connection are required.

ABOUT THE COURSE

Good customer service is good for business. This course is designed to give candidates an understanding of what is meant by and how to deliver good customer service in your business. It will help your employees to improve their customer service skills and provide the best possible experience for your company.

Although it does not provide a qualification itself, the course covers the key content and knowledge required to go on to achieve any Level 2 Customer Service (RQF) qualification, using Highfield's Qualify at Home Remote Invigilation Service.

AREAS COVERED

The modules included in this course cover the key syllabus of Level 2 Customer Service qualification. These modules include:

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- How to respond to problems or complaints

ASSESSMENT AND CERTIFICATION

Candidates will be assessed by a series of multiple-choice questions upon the completion of each of the modules. Subject to satisfactory completion, candidates are given access to an electronic Highfield quality endorsed certificate of completion (in PDF format), which they are able to print.

WHAT NEXT?

If you'd like to purchase this eLearning course, call us on:

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