



Level 2 Award in Customer Service Course Fact Sheet

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Level 2 Award in Customer Service

Course Aim

The aim of the course is to provide your employees with the information and skills needed to go above and beyond in service that they provide to your customers.

Who Should Attend

This course is ideal for those employees who work in a customer service role who wish to take their customer service to another level. This includes anyone who deals directly with customers face to face, over the telephone or by email.

The course is suitable for a wide variety of work environments and job roles such as front of house staff like receptionists and waiters/waitresses, sales and customer service employees, call centre workers, online support staff and tradesmen.

Course Length

One day

Entry Requirements

Candidates are not required to have any prior knowledge or qualifications to enable them to attend this course.

However, it is recommended that candidates have a minimum of Level 1 in Literacy/English or equivalent to undertake this qualification. Candidates should be aged 14 or above.

The Content

- The purpose of customer service and how it affects the success of an organisation.
- Different types of customers and their range of needs.
- How effective teamwork impacts customer service.
- The purpose of an organisation's service offer.
- How customer experiences are formed.
- The difference between customer expectations and customer satisfaction.
- How to create loyal fans not customers.
- The importance of maintaining effective customer relationships.
- Methods of obtaining customer feedback.
- Different methods of communication.
- Interpersonal skills required for effective customer service.
- How non-verbal communication can affect the behaviour of the customer.
- Influencing customer perceptions through personal presentation, approach and attitude.
- Customer service skills required when using the telephone.
- How to ensure the customer is informed and reassured at all stages.
- Common causes of customer problems and complaints.
- Ways of handling difficult customer situations.

Accredited By

This course is accredited by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF).

This course is also available as a non-accredited option.

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The Benefits

By attending the course, your employees will understand the principles of customer service and how the customers' needs and expectations are formed.

On returning to the workplace, they will be able to provide an exceptional level of service within your business and be able to deal with customers' problems and complaints successfully.

By providing a consistently high level of customer service your business will benefit from increased sales, customer loyalty and an enhanced public image. In addition, happy and satisfied customers create a positive working environment, which means a more effective workforce.

Assessment Methods

Assessment is by a multiple choice examination, where the candidate must answer at least 20 out of 30 questions correctly. The examination will take an hour to complete and successful completion will result in a Highfield Level 2 Award in Customer Service certificate.

OFQUAL Accredited

Yes 600/6685/4

RQF H/504/3832 (1 Credit)

Delivery Methods

- In-House

Rave Reviews

"We all enjoyed the Customer Service course which you recently ran for Fab and Faded staff. The skills learnt will be put to good use when the Rugby World Cup comes to Gloucester. It was an enjoyable course, professionally delivered in a friendly and informative way."

Rob Tucker
Fab and Faded

What Is Included?

- Training in a friendly and relaxed learning environment
- Envesca's proven track record of fantastic results
- Knowledge and guidance from experienced time-served trainers
- Course materials
- All examination fees plus certification costs
- The protection of Envesca's genuine "no risk" guarantee
- Excellent after care from a supportive team

Refresher Recommendation

It is recommended that all candidates who achieve a Level 2 Award in Customer Service refresh their qualification every three years.

Suggested Progression

Although this course is not available at the next level, why not check out our range of over 50 courses at www.envesca.co.uk

Our Promise

"To make every Envesca Experience Outstanding"

Our Range of Services



Management



CIEH eLearning



Early Bird Discount



Social Care



First Aid



Customer Service



Food Safety



Health & Safety



Group Discount



Fire Safety



Environmental



Train the Trainer

Training - Consulting - Supporting