



## Workplace Qualifications

### LEVEL 2 NVQ CERTIFICATE IN CUSTOMER SERVICE (QCF)

If you're serious about putting the customer first, the Level 2 NVQ Certificate in Customer Service (QCF) will show you new ways to improve the service you provide—and let you work towards a nationally recognised qualification at the same time!

The Level 2 NVQ Customer Service (QCF) is one of the most popular vocational qualifications in the UK. The skills you learn can be applied across all industries, organisations and job roles and can be put to equally good use in the public, private and voluntary sectors. You train and learn while you're at work, and the new skills you develop will help you to carry out your role more productively and professionally. Training is tailored to your current skill level and assessment is directly related to your performance at work. The courses show you how to give your customers a positive image of yourself and your organisation. You'll learn new ways to develop effective relationships with your customers and explore techniques to resolve customer service problems in a way that satisfies both the demands of your customer and the needs of your organisation.

#### What will I learn?

After finishing this course you'll be able to:

- Establish effective relationships with your customers
- Deal efficiently and appropriately with customers
- Build customer confidence in your service and your product
- Recognise problems in the service you provide and identify ways to improve service

#### Who is a customer Service NVQ suitable for?

This NVQ is great for employees who, as part of their job:

- Need to communicate clearly and confidently
- Work with others to solve problems and support customer service improvements

- Work in a customer-facing role or who have to speak to customers on behalf of your company

#### What courses are available?

There is a range of online courses available covering subjects such as Deal with customers face to face, Deal with customers in writing or using ICT, Deliver reliable customer service, Improve the customer relationship, Monitor and solve customer service problems, Process customer service complaints, Lead a team to improve customer service, Gather, analyse and interpret customer feedback.

#### The benefits of Customer Service?

Level 2 NVQ Customer Service (QCF) lets you show your current employer—and any future employers that you have reached a recognised national standard.