



## Course Introduction

### Are you looking to work in a customer facing role?

This fully funded Customer Service course will help you develop skills to kick-start or advance your career in Customer Service.

This Highfields employer recognised certificate, will give you a solid understanding of effective customer service processes, practical ways in how to manage conflict, general problem-solving skills and will guide you on the important qualities required to be successful in the customer service sector.

You will gain practical, transferable skills which employers are looking for in prospective candidates. Potential job roles upon completion of this course, include Hospitality, Retail, Hotel Front of House, Insurance, Banking and Call Centre Support.

## CUSTOMER SERVICE/HOSPITALITY

### Award in Customer Service Level 1

## Qualification Structure

### The Level 1 Award in Customer Service mandatory units:

- ✓ Know how to deliver good customer service
- ✓ Know different communication methods
- ✓ Know how to provide good customer service in line with organisational procedures
- ✓ Know how to effectively deal with customer queries, problems and complaints

## Outcomes

- ✓ Identify different types of customer needs and what is meant by customer satisfaction
- ✓ State effective methods of communication to use when dealing with different customers
- ✓ State the importance of providing products and services which are 'fit for purpose'
- ✓ State how to deal with customer queries and identify common problems and complaints

## Accreditation



**This series of workshops is accredited by Highfields.**

To gain accreditation delegates will be required to successfully complete workbooks.

## Delivery

**Location:** Get Set UK office **Duration:** 10 days (Monday – Friday) over a 2-week period **Timing:** 9:30am to 2:30pm

**Delivery:** Face-to-face in groups **Format:** Workbook completion with tutor guidance and support