

Submit your assessments online or in hard copy format

Principles of Customer Service

High-quality Learning Resources

In order to have a truly successful business, you need to provide good customer service – it is believed that 96% of unhappy customers don't ever complain, however 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business' issues in a professional and courteous manner is an essential day-to-day task.

Benefits to your organisation

Ensure your team will be able to adhere to organisational policies and procedures, as well as legal and ethical requirements when providing customer service

Improve understanding of the different types of customer and the value of customers and their loyalty

Allow employees to gain relevant skills, knowledge and understanding, leading to improved experiences for those using your services

Provide assurances that your employees are well trained

Ensure staff can adapt their own behaviour to meet customers' needs or expectations and can respond to customers' requests in line with organisational guidelines

Reduce the risk of complaints and customer departures

Create a more motivated and engaged workforce by understanding the value of customers and their loyalty

Reinforce the importance and benefits of good communication skills

Create a stronger workforce by enabling staff to identify their rights and responsibilities

Strengthen your team's understanding of organisational structures and the differences between private, public and voluntary sectors

No cost

Places limited — sign up now

Benefits

No need to formally attend a college, meaning that you can learn in your own time

Further your personal and professional development

Receive a set of high-quality learner support materials that will be yours to keep and use as a reference

Achieve a nationally recognised Level 2 qualification

Receive support and guidance from a dedicated team of qualified assessors/tutors

How is it delivered?

Alongside the learning materials, you will have the support of a knowledgeable assessor/tutor who will give you advice and guidance on the course content as well as providing robust feedback on the work you complete.

Successful completion of this course ensures that the learner has fully understood these important principles and evidences knowledge of the subject area.

What is the cost?

Due to the availability of government funding, this qualification is usually available at no cost. Funded places are limited so please book early to secure your place. Funding is subject to learners meeting set eligibility criteria, which must be provided prior to the start of any course.

Please note that a fee is payable if learners decide to withdraw from the course and do not complete their assessments. Learners must want to independently enrol onto the course.

We are enrolling NOW... get in touch

If you are interested in finding out more about our courses and how they can benefit your staff and business, call:

ncfe.



Skills Funding Agency

The Smart Trainer
07983 583269

or email jessica.taylor-jones@smarttar.co.uk

Smart Training & Recruitment Ltd.
Dinson House
39-40 Quay Street
Newport
Isle of Wight PO30 5BA

