

Level 2 NVQ In Customer Service



“Someone calling themselves a customer says they want something called service.”

The Important Stuff!

Aim:

This Level 2 NVQ in Customer Service is suitable for anyone working or hoping to work within a customer service role.

The aim of this qualification is to contribute to the skills, knowledge and overall performance of the industry's workforce. It provides a first insight into the principles and processes of the delivery of customer service and will aid career progression.

Within your job role you need to be able to show that you can carry out a range of work activities in a variety of contexts. Some of these activities will need to be complex or non-routine tasks that may be carried out when you work as part of a team. In addition you need to show that you can take responsibility for your own work and work by yourself when needed.



Who For?

16+

Course Layout

To achieve a full certificate in Customer Service, you are required to complete the 2 mandatory units and 5 optional units (at least one from each Theme).

Mandatory Units

Unit 1 – Prepare yourself to deliver good customer service

Unit 5 – Provide customer service within the rules

Optional Units

Theme: Impression and Image

Unit 9 – Give customers a positive image of yourself and your organisation

Unit 10 – Promote additional services or products to customers

Unit 11 – Process customer service information

Unit 12 – Live up to the customer service promise

Unit 13 – Make customer service personal

Unit 14 – Go the extra mile in customer service

Unit 15 – Deal with customers in writing or using ICT

Unit 16 – Deal with customers face to face

Unit 17 – Deal with customers by telephone

Theme: Delivery

Unit 21 – Deliver reliable customer service

Unit 22 – Deliver customer service on your customers' premises

Unit 23 – Recognise diversity when delivering customer service

Theme: Handling Problems

Unit 6 – Recognise and deal with customer queries, requests and problems

Unit 31 – Resolve customer service problems

Theme: Development and Improvement

Unit 36 – Develop customer relationships

Unit 37 – Support customer service improvements

Unit 38 – Develop personal performance through delivering customer service



CRS Inc Ltd

43 North Hill, Plymouth, PL4 8EZ

w: www.crsinc.co.uk t: +44 (0) 1752 604704 e: info@crsinc.co.uk

