



# NVQ CERTIFICATE & DIPLOMA CUSTOMER SERVICE



## BENEFITS OF THE QUALIFICATIONS

Customer Service NVQs benefit both employers and employees in a variety of ways.

### FOR EMPLOYERS THE QUALIFICATION CAN:

- ▶ Improve business performance and help win contracts
- ▶ Maximise company profits and revenues
- ▶ Reduce costs, variation and waste
- ▶ Assist with recruitment and staff retention
- ▶ Boost employee morale and motivation
- ▶ Demonstrate the quality of the workforce to existing and potential customers
- ▶ Help reduce workplace accidents

### FOR EMPLOYEES THE QUALIFICATION CAN:

- ▶ Provide evidence of ability to do a particular job
- ▶ Help improve career development/promotion chances
- ▶ Give a sense of achievement
- ▶ Be gained on the job
- ▶ Be completed at a time and place to suit

## ▶ NVQ LEVEL 2 CERTIFICATE CUSTOMER SERVICE

The themes of the unit groups take you on a customer service journey. It starts with understanding your own organisation and moves on to how to create a good impression. Next, you will cover how to deliver effective service to customers. You then look at how to deal with customer complaints and finally at how to improve your customer service.

### TRAINING UNIT OPTIONS FOR CUSTOMER SERVICE CERTIFICATE

You will undertake two mandatory units and a selection of optional units to a total credit value of 28.

#### MANDATORY UNITS

Communicate using customer service language

Follow the rules to deliver customer service

#### OPTIONAL UNITS

##### IMPRESSIONS AND IMAGE

Give customers a positive impression of yourself and your organisation

Deal with customers face to face

Deal with incoming telephone calls from customers

Maintain a positive friendly attitude

Adapt your behaviour to give a good customer service impression

##### DELIVERY

Deliver reliable customer service

Use questioning techniques when delivering customer service

Deal with customers across a language divide

Deliver customer service using service partnerships

Recognise diversity when delivering customer service

##### HANDLING PROBLEMS

Recognise and deal with customer queries, requests and problems

Take details of customer service problems

Resolve customer service problems

Process customer service complaints

Deliver customer service to difficult customers

Apply risk assessment to customer service

##### DEVELOPMENT AND IMPROVEMENT

Develop personal performance through delivering customer service

Buddy a colleague to develop their customer service skills

Develop your own customer service skills through self-study

Develop customer relationships

Support customer service improvements

## > NVQ LEVEL 3 DIPLOMA CUSTOMER SERVICE

The award covers a wide range of topics connected with customer service and includes Organisation Policies and Standards, Communication and Effective Teamwork, Monitoring and Solving Problems and the Promotion of Continuous Improvement in the Customer Service Area.

### TRAINING UNIT OPTIONS FOR CUSTOMER SERVICE DIPLOMA

You will undertake two mandatory units and a selection of optional units to a total credit value of 42.

#### MANDATORY UNITS

Demonstrate understanding of customer service

Demonstrate understanding of the rules that impact on improvements in customer service.

#### OPTIONAL UNITS

##### IMPRESSION AND IMAGE

Communicate effectively with customers

Give customers positive impression of yourself and your company

Promote additional services or products to customers

Deal with incoming telephone calls from customers

Make customer service environmentally friendly and sustainable

Deal with customers face to face

Build a customer service knowledge set

Champion customer service

Make telephone calls to customers

Process information about customers

##### DELIVERY

Improve the customer relationship

Review the quality of customer service

Deliver reliable customer service

Deal with customers across a language divide

Deliver customer service on your customers premises

##### HANDLING PROBLEMS

Resolve customer service problems

Apply risk assessment to customer service

Process customer service complaints

Handle referred customer complaints

Deliver customer service to difficult customers

##### DEVELOPMENT AND IMPROVEMENT

Lead a team to improve customer service

Manage customer service performance

Develop customer relationships

Promote continuous improvement

Support customers using self-service technology

## WANT TO KNOW MORE? CONTACT THE BUSINESS COLLEGE



Call us: **08454 66 46 08**



Email us: **[info@tamesidebusinesscollege.co.uk](mailto:info@tamesidebusinesscollege.co.uk)**



Visit us: **[www.tamesidebusinesscollege.co.uk](http://www.tamesidebusinesscollege.co.uk)**