

## City & Guilds Diploma in Customer Service Level 2



This course is designed for learners in customer service roles, looking to further develop their understanding of customer service strategy.

### **This course is for...**

- ...people working in industry including call centres, tourism, hospitality and local government
- ...those wishing to enhance their customer service skills
- ...those looking to learn about strategy

### **Course content**

Learners will develop knowledge and practical skills for effective customer service.

Assessment



# COURSE INFORMATION LEAFLET

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

## Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

## Additional information

The course will usually take 60 weeks to complete. After successful completion, learners can go on to study Level 3 Customer Service.

Apply online at [www.colegwent.ac.uk](http://www.colegwent.ac.uk)

[studentrecruitment@colegwent.ac.uk](mailto:studentrecruitment@colegwent.ac.uk) | 01495 333777 (Croesawn alwadau yn Gymraeg)

