

## City & Guilds Certificate in Customer Service Level 2



### In a nutshell

If you work in retail, sales or any role where you're dealing directly with customers, this course is for you! It'll give you the opportunity to gain the skills and knowledge needed for a career in customer service.

### This course is for...

...anyone working in a customer-facing environment dealing with a range of people in any industry.

### Course content

The course aims to build on or recognise good practice in customer service whatever industry you're in, emphasising the importance of effective communication and service delivery. Topics you'll cover include:

Identifying customers and their characteristics and expectations

## COURSE INFORMATION LEAFLET

Knowing your organisation's services and products

Showing how you follow your organisation's practices and procedures

Understanding how to communicate using customer service language and follow rules within your work

On average, this qualification takes up to 6 months and there are no fixed start dates – you can begin at any point in the year. The assessor will observe you at work and assesses your performance against national standards, as well as using witnesses or a log or diary of your work. Assessors will also ask questions (either oral or written) to make sure you have the necessary knowledge and understanding to carry out your various job activities.

### Entry Requirements

There are no formal entry requirements.

### Additional information