

City & Guilds Diploma in Customer Service Level 2



In a nutshell

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.coleggwent.ac.uk

studentrecruitment@coleggwent.ac.uk | 01495 333777 (Croesawn alwadau yn Gymraeg)

