

Customer Service with Business Skills L2 (English Delivery) (Part-Time)

This course aims to give you knowledge and understanding of dealing with customers and is designed for those working within a customer service related role who would like to improve and develop their delivery of customer service or for individuals who wish to start their career within a customer service role.

This course is beneficial to all individuals looking to improve their communication skills and strengthen their relationships and interactions with customers and colleagues.

Career Prospects

Career prospects: Service Analyst £32,000 per annum, Customer Service and Complaints Officer £21,000, Call Center Agent £22,000, Client Relations Associate £25,000

Excellent customer service skills can support a vast range of career opportunities. Any customer based organisation requires a high level of customer service for growth and client satisfaction. Using the skills developed on the course you can enhance your career prospects in a wide range of sectors such as retail, tourism, marketing and hospitality.

Course Modules

This course covers the following topics:

Understanding the principles of good practice in customer service Understanding the factors that contribute to a positive customer experience Understanding the importance of verbal and non-verbal communication in customer service Being able to reflect on own verbal and non-verbal communication in customer service

Assessment

Course participation, including written assessments and role play

Coleg Afan Coleg Bannau Brycheiniog Academi Chwaraeon Llandarcy Canolfan Ragoriaeth Adeiladwaith Maesteg Coleg Castell-nedd Coleg Y Drenewydd Coleg Pontardawe Canolfan Adeiladwaith Abertawe

Afan College Brecon Beacons College Llandarcy Academy of Sport Maesteg Construction Centre of Excellence Neath College Newtown College Pontardawe College Swansea Construction Centre











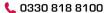
























STUDY MODE

PT

LOCATION COURSE LENGTH

1M

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