



# 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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