



# CERTIFICATE IN CUSTOMER SERVICE

The Level 2 Certificate in Principles of Customer Service qualification is ideal for anyone currently working in a customer facing role, or anyone looking into a job where customer service is a key component of the position.

This course allows Learners to develop their skills and gain valuable knowledge of efficient customer service. Learners will develop skills such as communicating with customers and handling customer information.

Undertaking this programme, you will be taught the following units:

- **Unit 1:** Principles of customer service and delivery
- **Unit 2:** Understand customers
- **Unit 3:** Understand employer organisations
- **Unit 4:** Understand how to communicate with customers
- **Unit 5:** Understand how to handle customer information
- **Unit 6:** Understand how to resolve problems and deliver customer service to challenging customers
- **Unit 7:** Understand how to develop customer relationships

**6 Weeks**  
20 hours  
per week

**This course is available:**  
Online  
Paper-based  
Paper-based learning with  
Online Assessments



## CONTACT US



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### Benefits:

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the customer service industry
- Courses are delivered through distance learning, allowing Learners to choose when and where to study
- Personal tutors are assigned to ensure Learners have the support needed to succeed