

## CUSTOMER SERVICE (NVQ Level 2)

### Does my business need this?

If you answer 'yes' to any of the following questions, then this course will help your business:

- Does any of your staff need to improve their Customer Service skills?
- Do you feel that your organisation's overall customer service could be improved from giving your employees further skills to deliver effective customer service in a confident manner?
- You would like to improve Customer Service skills, but find courses either too general or fear training will impact too heavily on your staff work commitments?

### Flexible & Tailored Training Package

The Customer Service course will be tailored to the needs of your business and will consist of a series of practical units and **work-based assessment**. Candidates will take 2 mandatory units and a choice of 5 optional units (1 from each of the following themes):

#### **Mandatory Units:**

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

#### **Themes**

- (1) Impression and Image – 9 units available
- (2) Delivery – 3 units available
- (3) Handling Problems – 2 units available
- (4) Development & Improvement – 3 units available

### How does the Training work?

Comprehensive bespoke training will be provided to your staff in a highly flexible manner, tailored in order to minimise impact on normal working commitments. Courses can commence at any time during the year.

#### Work-Based Assessment

A key advantage to this training course is that can be delivered and assessed in the workplace and requires the candidate to put together a portfolio of work. A WMC Assessor will advise and guide the candidate on structuring and completing this portfolio.

### Qualification

This course will provide your employee with a cross-industry recognised National Vocational Qualification in Customer Service, developed by the Management Standards Centre. This helps you to motivate and retain your staff.

**To book, find out more and/or request a Taster Session, please call 020 7255 4750 or email us at [Training@wmcollege.ac.uk](mailto:Training@wmcollege.ac.uk)**