

Understand the Customer Service Environment

Course Code Y/506/2152

Course Cost

£ Nil

This course is fully funded (subject to eligibility)

Course Aims

This unit aims to develop knowledge and understanding regarding the customer service environment. It also gives learners the appropriate underpinning knowledge regarding customer service applicable to a variety of environments.

Course Duration

2 days (classroom sessions) - 1 day per week

Course Target Group

This qualification can be applied to a variety of environments. There will be a requirement to complete work outside of the classroom in order to prepare and research (in own work environment) for the end assignment. A good level of English is required.

Accreditation Body



Location

This course can be delivered from any of the following Gen2 Training Centres:

- Gen2 Energus Skills Centre
- Gen2 Carlisle Skills Centre
- Gen2 Furness Skills Centre

Gen2



This course is delivered by Gen2 as part of The Edge Project which is funded by the European Social Fund, co-financed by the Skills Funding Agency and commissioned by Cumbria LEP. Carlisle College are the accountable body for the funding which is delivered by a partnership of providers

Course Objectives

At the end of this course the learner will have:

- Developed an understanding of the structure of customer service and the key concepts and practices that underpin customer service delivery.
- Learners will be aware of the relationship between customer service and a brand and will understand the implications of legislation on customer service delivery.

Qualification Gained

City and Guilds Level 2 unit qualification - understand the customer service environment.

For further information or for course dates please call our Sales Consultants on:

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Carlisle 01228 599890 / 07590 439 929
Furness 01229 483760 / 07540 686 554

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