

Certificate in Principles of Customer Service

LEVEL 2

Do you like working with people? Then perhaps a career in customer service is for you!

This course is designed to give the skills to thrive in a customer service role, covering units in understanding customers, developing customer relationships and delivering customer service.



Learn with expert tuition and support. Further your personal and professional development and demonstrate your competency to employers.

WHAT YOU WILL LEARN

This qualification will teach you:

- The principles of customer service
- How to understand customers
- How to communicate with customers
- How to resolve customer problems
- How to manage personal performance and development
- Deliver customer service to challenging customers.



READY TO GET STARTED?

**For more information call our referral team
on 0161 881 4826, option 5**

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