

Level 2 Certificate in Customer Service

Course overview

This qualification provides the knowledge to equip employees to work in a range of customer service roles. Learners will develop essential skills to carry out tasks such as managing information and supporting events. This is a great course to help develop your skills, knowledge and behaviours within the field of customer service, which encompasses a wide range of industries and organisations. This is a progression course for those who have attained a level 1 in customer service or business administration. It is also suitable for any customer service manager wishing to improve and evaluate customer service in their organisation. This course is ideal for those wishing to return to work after an absence who require a refresher on updated skills and knowledge.

What will I study?

You will gain an understanding of:

- the principles of customer service and delivery
- customers
- employer organisations
- communicating with customers using a range of media
- handling customer information
- delivering customer service online
- resolving problems and managing challenging customers
- handling objections
- promoting additional products or services
- closing sales
- developing customer relationships
- processing sales orders and providing post transaction customer service
- the principles of equality and diversity in the workplace
- developing working relationships with colleagues

Assessment method

Throughout the course you will receive feedback from your tutor. You will be assessed using various assessment methods, including online and paper-based assessments, individual and group work. You will also learn the skills to self-reflect and evaluate your progress. You will be required to complete a portfolio of evidence, which will be both internally and externally assessed by the awarding body.

Entry requirements

You must have attended Introduction to Customer Service Course, or you must already have a Level 1 in Customer Service or Business Administration.

What should I bring with me?

You will need to take notes so bring along your preferred tools such as a pen and paper or an electronic device. You will also require an A4 ring binder.

Key information

Code	Date	Time	Location	Full Fee	Concessionary Fee
2720P	Spring Term Tuesday 12 January 2021 to Tuesday 30 March 2021 Summer Term Tuesday 20 April 2021 to Tuesday 13 July 2021	9.30am to 12pm	Dagenham	TBC	TBC

Possible next steps

Following the successful completion of this course, you will be supported to enrol on to the most suitable level course for you.

Contact us

Our friendly staff can give you further advice and support.



email: adultcollegeenquiries@lbbd.gov.uk



call: 020 8270 4722