

Customer Service

Level 2 Diploma

This qualification is aimed at individuals that work in Customer Service roles such as Customer Service Advisor, Receptionist, Call Centre Advisor, Help Desk Operative or any role that deals with customers / clients on a day to day basis.

You will develop and demonstrate the principles and practices of delivering customer service and understand the different types of customers, their needs, wants and expectations. Also you will work on a range of technical skills, including communicating with customers using appropriate communication channels, resolving customer problems and complaints, building relationships with customers and promoting additional products / services.

There are a set of mandatory units and a selection of optional units to choose from, the optional units listed below are only a selection, there is a wide choice available. We'll help you put together the right combination to fit the job you're doing and the way you want to develop your career.

Mandatory units

- Manage Personal Performance and Deliver Customer Service
- Understand Customers
- Principles of Customer Service
- Understand Employer Organisations
- Manage Personal Performance and Development

Optional units

- Dealing with Telephone Calls
- Promote Additional Products and/or Services to Customers
- Process Information About Customers
- Exceed Customer Expectations
- Deliver Customer Service Whilst Working on Customers' Premises
- Resolve Customer Service Problems
- Deliver Customer Service to Challenging Customers
- Develop Customer Relationships
- Support Customer Service Improvements
- Support Customers Through Real Time Online Customer Service
- Use Social Media to Deliver Customer Service
- Resolve Customers' Complaints
- Gather, Analyse and Interpret Customer Feedback
- Health and Safety Procedures in the Workplace
- Manage Diary Systems
- Provide Reception Services
- Contribute to the Organisation of an Event
- Develop Working Relationships with Colleagues
- Processing Sales Orders
- Handling Objections and Closing Sales
- Deal With Incidents Through a Contact Centre
- Carry out Direct Sales Activities in a Contact Centre
- Negotiate in a Business Environment
- Bespoke Software

Call us for more information:
01634 799950



How do our courses work?

- Work based learning gives you the opportunity to learn while you work and gain a qualification in your chosen profession
- Your qualification will last 12 months in most cases and can be started at any time of the year.
- Qualifications are available to most people over 16 years old employed for more than 16 hours a week
- An experienced, qualified assessor will visit your work place once a month for the duration of the course.
- Your assessor will assess your knowledge, competency and work skills via observations, professional discussions and setting work based projects.
- Gaining a Maths and English Functional Skills certificate makes up part of this Apprenticeship, however you may be exempt if you already have equivalent qualifications.

Why choose a work-based qualification?

- As part of an initiative to develop skills in the UK workforce the Government and EU Social Fund will pay for your qualification! (*Please check with ABM, as funding allocations do change*).
- This award is nationally recognised and will help enhance career progression.
- With our support and guidance you will enhance your skills and competency in your role.
- We work with you to decide the best time for you to be assessed and how you can complete the knowledge required for this qualification.
- Our courses are delivered at your workplace.

Why you should choose ABM Training

- We offer a learner centred service which means that we work around you and your workload.
- We have a family run culture, where our staff really care and go the extra mile to help enhance your skills and career development.
- We cover the Kent and London areas and have a team of experienced, qualified tutors.
- ABM have recently achieved the Matrix Quality Standard award, which is a fantastic achievement: "The Matrix Standard is the unique quality framework for organisations to assess and measure their information, advice and/or guidance services, which ultimately supports individuals in their choice of career, learning, work and life goals".

For more information please call one of the team on:

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www.abmtraining.co.uk

