

## Customer Service - NVQ Level 3 NVQ Level 2 Administration

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Accreditation Body: City and Guilds

### Introduction/Summary

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This course focuses on key aspects of customer service - examining work practices, dealing with customers in different ways, handling problems and complaints, developing relationships, identifying and implementing improvements to systems & procedures, and development of self and others within the customer service environment. The variety of optional units available means that this qualification can be undertaken in a wide variety of sales and service industries.

### Qualification

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The Customer Service qualifications are for people in a senior customer-facing roles who have a degree of autonomy and/or supervision within their job and who want to boost their skills. Level 3 focuses on problem identification and solving, developing good customer service and implementing improvements in customer service.

For a full qualification the learner will be required to complete 8 units, 2 of which are mandatory and the other 5 can be chosen from a selection. These optional units ensure that the qualification matches the job role as clearly as possible. The assessor will discuss the optional units with each delegate.

The subjects covered within the NVQ include the following:

- Mandatory - Providing good, reliable customer service
- Mandatory - Providing customer service within the rules of your company
- Giving a positive impression of yourself and your company
- Promoting additional services or products
- Processing customer service information
- Meeting commitments to your customers
- Dealing personally with customers
- Providing service over and above the 'norm'
- Dealing with customers in writing or using ICT
- Dealing with customers face-to-face
- Dealing with customers over the telephone
- Delivering customer service on your customers' premises
- Recognising diversity
- Dealing with queries, requests and problems
- Developing customer relationships
- Supporting customer service improvements
- Developing personal performance through delivering customer service