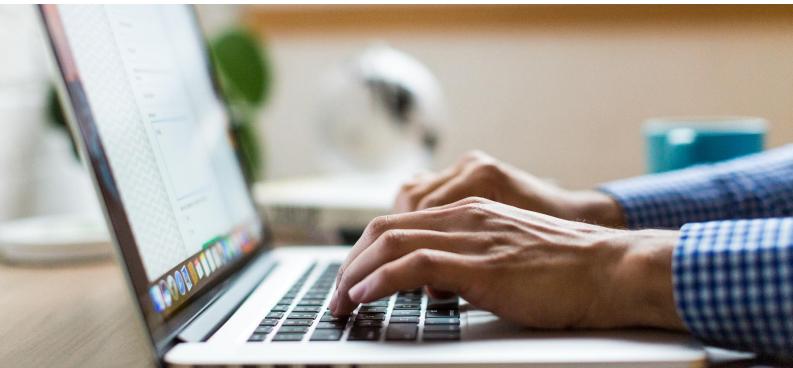


## Call us: **01952 642335** Email us: **distancelearning@telfordcollege.ac.uk** Visit us online: **www.telfordcollege.ac.uk**



# LEVEL 2 CERTIFICATE IN PRINCIPLES OF CUSTOMER SERVICE

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

## What are the benefits of this course?

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

#### **Progression opportunities**

By undertaking this programme, learners will be able to further their own continuous professional development, which may improve their career prospects. Learners may then wish to progress on to further qualifications.

### What will I learn?

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations

#### **Entry Requirements**

To enrol for Telford College Distance Learning you must be aged 19+ as of the 31/08/18, be a resident of England and have lived in the EU for the last three years. You cannot be currently studying on any other course with us or another provider.