



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.