

# Accredited Customer Care Award Incorporating Welcome Host Gold

## Who is this course for?

Ideal for employees needing to develop their core customer service skills, using the latest techniques and best practice.

## Course Content

- Developing proactive communication skills
- Recognising different customer expectations
- Confidence in effectively tackling difficult situations
- Learning why teamwork is vital in a customer facing environment

## Where can I go next?

This Award can provide a progression route to:

- Level 2 Customer Service Apprenticeship.



## What are the benefits?

- Ensuring top quality customer service
- High level of positive customer satisfaction/feedback
- Benchmark your customer service against nationally recognised standards
- Motivated and up skilled workforce
- Welcome Host Gold certification and accredited Customer Service Award

## How are the Qualifications achieved?

To achieve Welcome Host Gold and the Level 2 Award in the Principles of Customer Service, participants attend a locally based one day workshop and complete a subsequent short workbook and multiple choice test.

## Funding

Funding is available for companies within the Black Country (Sandwell, Dudley, Wolverhampton and Walsall), employing fewer than 250 employees across the company.

Contact us now to  
find out more

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Limited Funding available, contact us to find out more about how the Employees Support in Skills Black Country can help move your business forward. Eligibility criteria applies.