

# Accredited Customer Service Training

## Who is this course for?

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

Participation in the workshop provides an opportunity to gain a nationally recognised qualification available through with leading vocational awarding body City and Guilds/ Pearsons.

## 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
- Accredited Customer Service Award

## Course Content

- Recognising different customer expectations and needs
- Confidence in effectively tackling difficult situations and positive communication skills
- Learning why teamwork is vital in a customer facing environment
- Presentation and behaviour requirements
- Consumer-related legislation

## How are the Qualifications achieved?

Units are chosen from the Diploma in Customer Service Level 2; participants attend a locally based one day workshop and complete a subsequent short workbook and/or multiple choice test (depending on the individuals chosen route which will have been agreed beforehand).

## Where can I go next?

This workshop can provide a progression route to:

- Level 2 Customer Service NVQ or Apprenticeship.

## 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.