

Level 2 Certificate

Customer Service Training



Overview

The 'Customer Service Training Level 2 Certificate' is for employees needing to develop their core customer service skills, using the latest techniques and best practice.

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

Benefits

There are several reasons and benefits for taking part in this course through Protocol Consultancy Services, including but not limited to:

- Gaining a nationally recognised qualification that can assist with future employment.
- Developing a greater understanding of Customer Service skills and techniques.
- Courses are delivered as distance learning, allowing you to choose when and where you study.
- Enhancing both your personal skills and professional development which will assist in future employability.
- And, Personal Tutors are assigned to you to ensure that you have the support needed to succeed.

Delivered by:

serco

Co-financed by:


Education & Skills
Funding Agency


European Union
European
Social Fund

