



Customer Service - NVQ Level 2

Course fee – only £1,000 + VAT for a private learner (some funding may be available)

Customer Service NVQ is designed for staff who wish to provide quality service to any customer (external or internal) and in any sector.

What is an NVQ?

An NVQ is a nationally recognised qualification. It shows that you are able to work to a set national occupational standard and is a qualification which assesses someone's competence in a work situation. This NVQ reflects 'best practice' and is based on National Occupational Standards written by the particular employment-led body that represents your work area. The qualification is expected to reflect the skills, knowledge and understanding an individual possesses in relation to a specific area of work.

Qualification Structure

The qualification is made up of 7 units - 2 mandatory units and 5 optional units, with at least one unit from each theme.

Mandatory Units

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Themes and Units

- **-Impression and Image**
 - Give customers a positive impression of yourself and your organisation
 - Promote additional services or products to customers
 - Process customer service information
 - Live up to the customer service promise
 - Make customer service personal
 - Go the extra mile in customer service
 - Deal with customers in writing using ICT
 - Deal with customers face to face
 - Deal with customers by telephone

*Manatec Limited, Drawing Court, Gilbey Road, Grimsby, DN31 2TN,
Tel 01472 344144 Fax 01472 343100 Company Registered in England No. 2561964*





➤ **-Delivery**

- Deliver reliable customer service
- Deliver customer service on your customers' premises
- Recognise diversity when delivering customer service

➤ **-Handling Problems**

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

➤ **-Development and Improvement**

- Develop customer relationships
- Support customer service improvements

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