

Customer Service: Level 2



Developing U

Overview



Customer service practitioners are hugely influential in the delivery of a good customer experience and their satisfaction with an organisation. Customer service practitioners show excellent customer service skills and behaviours as well as strong product and/or service knowledge. They provide service in line with customer service standards and strategy and understand regulatory requirements. They assist customers either face-to-face or by phone, post, email, text and through social media. Customer service roles include: customer service trainee, customer service advisor, and customer service assistant.

You will be assessed on the following aspects in the workplace and in the classroom:

- Interpersonal skills
- Communication
- Influencing skills
- Personal organisation
- Dealing with customer conflict
- Knowing your customers
- Understanding the organisation
- Meeting regulations and legislation
- Understanding of your role and responsibilities
- Customer experience
- Product and service knowledge
- Systems and resources behaviours
- Developing yourself and responsiveness to feedback
- Team working
- Equality
- Personal presentation



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- We can train existing office juniors or provide businesses with a range of pre-screened apprentices
- The Apprenticeship takes one year to complete
- Apprentices can start their Apprenticeship training programmes at various points throughout the year
- Developing U operates its own classrooms
- Assessments take place in the workplace
- Highly qualified Educators and Assessors with significant industry experience
- Our Employer Engagement Managers will make regular visits to check that you are **100% satisfied** and up to date with your Apprentices' progress and achievements

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**For further information about the Apprenticeships we offer
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