

Customer Service

We pride ourselves on our Customer Service delivery. Our Trainers are industry experts who deliver an exceptionally high standard of customer service training, assessment and one to one mentoring.

Customer Service Training and Development
We have a team of specialist customer service trainers who have developed training workshops and resources to improve learner performance and understanding of customer service principals and practice. Our workshops can be accessed by learners undertaking apprenticeships, NVQ's, certificated courses. Employers can also choose to develop bespoke Customer Service programmes from our course menu.

Customer Service workshops include:

- Principles of customer service
- Customer needs, expectations and perception
- Communication Skills
- Image and impression
- Handling challenging customers
- Continuous improvement
- Gathering and utilising customer feedback
- Problem solving
- Assessing your services/products

- Unique selling points and Unique service offers
- After sales care
- Team Work and internal customer service
- Moments of truth - The customer experience

Please take a look at the Customer Service development options available and contact us for further details:

- Customer Service Apprenticeship and Advanced Apprenticeship
- Customer Service NVQ levels 2, 3 and 4
- Certificated in Customer Service Levels 2 and 3
- Bespoke Customer Service training for employers

Our team is constantly on hand to answer any queries you may have.

Please contact us for advice and guidance:

**Employer and Learner Advice Line:
0191 433 8610**