

Award in Customer Service Level 4



COURSE DURATION
60 Hours



ocn
northern ireland



Course Overview

This Award will provide candidates the opportunity to develop knowledge, understanding and skills of good practice in customer service within an organisation. Candidates will develop skills and knowledge that will enable them to communicate with customers effectively and create a positive impression of themselves and the organisation they are working for. Customer Service in organisations is now considered to be one of the most essential components to successful business practice. Globalisation has allowed customers to experience and compare customer service practice from a wide range of organisations. Therefore, effective customerservice skills and understanding of good practice in customer service have become both

Target Audience

This qualification is suitable for learners who are in direct contact with customers in any sector including public service organisations, retail organisations, hotels and restaurants, travel organisations, sports centres etc

Course Content

- Unit 1: Introduction to Customer Service Management
- Unit 2: Monitor And Resolve Customer Service Problems
- Unit 3: Communicate With Customers Verbally And in Writing



Training Methodology

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- ✓ Class Discussions
- ✓ Individual / Group Presentation
- ✓ Practical/hands – on activities
- ✓ Quizzes and Unit Assessments

FOR MORE INFORMATION
GET IN TOUCH



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