

# Level 2: Customer service

Good customer service is good for business. Ensure customer service in your business hits the right note with our e-learning. Whether used as part of the training for a level 2 customer service qualification or as a stand-alone training course for staff and managers, learners will understand what is meant by, and how to deliver, good customer service in your organisation.

## AREAS COVERED



- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints

## WHO IS IT AIMED AT?



The course is useful for staff, managers and apprentices working within any business. It may be useful for any learner looking to gain a recognised level 2 qualification in customer service.

## KEY DETAILS AT A GLANCE

### DURATION

1 – 2 hours

### ASSESSMENT

Multiple-choice questions

### CERTIFICATED

Yes – Highfield Completion Certificate

### SUPPORT

02030 393005

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### LOCALISATION

EU legislation within a UK context, but suitable for international businesses that trade with the EU and will be subject to the legislation.