

LEVEL 2 CUSTOMER SERVICE



highfield
online training



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: 01302 363277
support@highfield.co.uk



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

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