

# Award in Customer Service

## Level 3



## Who would benefit from this qualification?

The award in customer service provides a fast, effective introduction to customer service. You'll learn how to better meet your customers' needs, and in turn, better your own career.

The Level 3 award is designed to help you enhance your skills in delivering effective customer service and develop the skills of others within a customer service environment.

## What does the qualification cover?

Learners are required to complete one mandatory unit which consist of seven learning outcomes:

### Mandatory unit

- The principles of customer service

### Learning outcomes

- Explain the key features of a service offer and its effects on customer service
- Describe how to deliver reliable customer service
- Explain how to deal with different customer behaviours to ensure customer service
- Describe how customer service can be developed and improved
- Explain how promotion of products and services can benefit the customer and the organisation
- Explain the benefits of team working in delivering good customer service
- Describe how to develop the customer service skills of self and others

### Course overview

<b>Qualification:</b>	Certificate
<b>Credits:</b>	30+
<b>Duration:</b>	6—24 months
<b>Learning:</b>	Workplace
<b>Assessment:</b>	Assessor

For more information contact Optimas  
Training on 01709 33 11 63 or visit  
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