

Customer Services



Who would benefit from the NVQ?

The NVQ in Customer Services is aimed at anyone who is charged with supporting, assisting and guiding customers within a business environment. An organisation's reputation is vital to continual growth and development and maintaining a positive image within their sector is a challenge for businesses both large and small.

This qualification will give those who deal with customers at any level increased confidence as well as the skills and techniques required to assist customers in a positive, friendly and proactive manner. This will ensure that every customer goes away with a great impression of the organisation and of the staff which they employ.

What does the NVQ cover?

The award includes mandatory units which cover the core elements of customer services to which optional units are added so as to tailor the qualification for each learner. These include:

Mandatory Units

- Preparing yourself to give good customer service
- Providing customer services within the rules

Optional Units

- Giving customers a positive impression of yourself and your organisation
- Promoting additional products or services to customers
- Processing customer services information
- Living up to the customer services promise
- Going the extra mile in customer services
- Dealing with customers in writing or using IT
- Developing personal performance through delivering customer services
- Dealing with customers face to face
- Recognising and dealing with customer queries, requests and problems
- Dealing with customers on the telephone
- Delivering customer services on your customer's premises
- Recognising diversity when delivering customer services
- Developing customer relationships
- Supporting customer services improvements

Contact Optimas on 01709 331 163

