

Customer Services Level 3



Who would benefit from the NVQ?

The NVQ in Customer Service Level 3 is aimed at anyone who is charged with supporting, managing 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.

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

- Understand customer service to improve service delivery
- Know the rules to follow when developing customer service

Optional Units

- Make customer service personal
- Go the extra mile in customer service
- Dealing with customers in writing or using I.T
- Use customer service as a competitive tool
- Organising the promotion of services or products to customers
- Deliver customer services on your customers' premises
- Recognise diversity when delivering customer service
- Deliver customer service using service partnerships
- Organise the delivery of reliable customer service
- Improve the customer relationship
- Monitor and solve customer service problems
- Gather, analyse and interpret customer feedback
- Process customer service complaints
- Work with others to improve customer service
- Promote continuous improvement in customer service
- Develop your own and others' customer service skills
- Lead a team to improve customer service

Contact Optimas on 01709 331 163

