Introduction to Customer Services – Entry 3

Improve understanding of customer service, brush up on communication skills, establish a basic knowledge of handling customer queries and improve prospects of being successful in a customer service role

Key information

Level	Entry 3 City & Guilds
Delivery	Hayes Campus: College Way, Hayes, UB3 3BB / Harrow on the Hill Campus: Lowlands Road, Harrow, HA1 3AQ
Duration	7 days (Mon-Fri)
Timings	9.30am - 3.00pm
Cost	Free, subject to meet entry requirements
Entry requirements	HCUC Apprenticeships and Skills has to give priority to applicants who are in receipt of the four main benefits: Job Seekers Allowance, Employment Support Allowance, Universal Credit, Income Support. Training is free for people with Right to Work in the UK, proof of ID, learners or their spouses must have been a resident in UK/EU for the last 3 years. To be eligible whilst working, those living inside the Greater London Area need to earn less than £21,157.50 and for those outside the amount is £17,004.50 **To access this course you will need:** • Good general communication skills in English • English literacy proficiency at Entry Level 3 or above
Who is it for?	Individuals who are looking to improve prospects of being successful in a customer service role
Qualifications	Introduction to Customer Service – Entry 3 City & Guilds

Choose a Trusted Provider

Gain strong communication skills and establish understanding of handling customer queries

Increase career opportunities in every industry within customer service based roles

Develop confidence to work in customer based roles that improve how you deal with conflict

Enable yourself to take feedback better and work stronger within a team or as a leader

What you can do after completing the course?

- Progress to a Level 2 Customer Service course
- Pick up another training course with HCUC to further develop your skills
- Get into part time / full time employment
- Start an Apprenticeship

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gstrachan@hcuc.ac.uk
https://apprenticeships.hcuc.ac.uk/jobseekers
@HCUCSkills

HCUC

Apprenticeships & Skills
Harrow College & Uxbridge College

Course content

Customer Service – Skills Covered Summary

- Improve understanding of customer service, brush up on communications skills, establish a basic knowledge of handling customer queries and improve prospects of being successful in a customer service role
- Each learner will be assessed in all modules taken and create a portfolio of evidence for the awarding body

Introduction to Customer Service

- Know basic customer service terms
- Know the customer service process and its importance
- Be able to learn from own experience of customer service

The customer service job role

- Know what the delivery of good customer service involves
- Know the requirements of an entry-level customer service job
- The outline of a job involving customer service that may be accessible after gaining experience at entry level

The importance of appearance & behaviour in customer service environment

- Know the dress requirements in customer service jobs
- Know how general appearance affects the way customers react
- Know how to interact with customers

Legislation, regulation & procedures to follow in customer service

- Know organisational procedures for customer service
- Know how to protect the security of property and information when delivering customer service
- Know the health and safety rules that relate to a customer service job
- Know the relevant external rules in a customer service job

Communicate effectively with customers

- Know the importance of speaking clearly to customers
- Know the importance of listening actively to customers
- Know the importance of using information from customers to contribute to good customer service

Handling telephone calls from customers

- Know how to greet customers calling on the telephone
- Know how to deal with customers calling on the telephone
- Know how to deal with communication problems whilst on the telephone

Effective relationships with customers and colleagues

- Know how to relate effectively to customers
- Know how to relate effectively to colleagues in a customer service team
- Know the importance of positive body language when dealing with customers and colleagues