

# Customer Service

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.



## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

## What you will learn

- Unit 1 - Principles of Customer Service and Delivery
- Unit 2 - Understand Customers
- Unit 3 - Understand Employer Organisations



## Eligibility Criteria

- Aged 19+  
(born before 01/09/1998)
- Lived in the EU  
for 3 years



Available  
fully funded

To find out more about this qualification, please contact:

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