

Customer Service NVQ Level 2

Description	For those responsible for delivering customer service and are in direct contact with customers. It will develop skills required by a wide range of employer sectors including hospitality, retail, service desks and call centres.
Qualification	The qualification covers topics such as organisational rules and procedures, building rapport using various methods of customer service and managing customer service promises and expectations. It will also develop issues such as providing consistent and reliable service, working with others and recognising diversity, problem and complaint handling as well as personal and customer development.
Timescale	3 to 6 months, dependant on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Prepare yourself to deliver good customer service• Provide customer service within the rules <p>Optional Units</p> <ul style="list-style-type: none">• Give customers a positive impression of yourself and your organisation• Promote additional services or products to customers• Process customer service information• Live up to the customer service promise• Make customer service personal• Go the extra mile in customer service• Deal with customers in writing or using ICT• Deal with customers face to face• Deal with customers by telephone• Deliver reliable customer service• Recognise diversity when delivering customer service• Recognise and deal with customer queries, requests and problems• Resolve customer service problems• Develop customer relationships• Support customer service improvements• Develop personal performance through delivering customer service
Awarding body	The awarding body for this qualification is EDEXCEL
Assessment	Candidates are expected to complete all core units and five (5) option units. Assessment takes place through direct observation within a work setting combined with inspection of supplementary evidence such as assignments, professional discussion, witness testimonies and work products
Contact us	For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215. 181-187 Queen's Crescent, London NW5 4DS www.mapalim.com

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