

Customer Service NVQ Level 3

Description	For those responsible for delivering customer service, but who may also be in charge of a department or team, with the responsibility of developing and monitoring customer service.
Qualification	The qualification covers topics such as organisational rules and procedures, building rapport using various methods of customer service whilst managing promises and expectations. The candidate will develop techniques such as providing consistent and reliable customer service, working with others, recognising diversity, problem and complaint handling as well as personal and customer development. At level 3 the qualification includes the development and monitoring of customer service strategy.
Timescale	3 to 6 months, dependant on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Understand customer service to improve service delivery• Know the rules to follow when developing customer service <p>Optional Units</p> <ul style="list-style-type: none">• Make customer service personal• Go the extra mile in customer service• Deal with customers in writing or using ICT• Use customer service as a competitive tool• Organise the promotion of services or products to customers• Deliver customer service 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• Apply risk assessment to customer service• 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• Gather, analyse and interpret customer feedback
Awarding body	The awarding body for this qualification is EDEXCEL
Assessment	Candidates are expected to complete all core units and six (6) 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

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