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Prepare to Deliver Excellent  
Customer Service

## Contact Us

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[www.theskillsnetwork.com/home-learning/courses/prepare-to-deliver-excellent-customer-service](http://www.theskillsnetwork.com/home-learning/courses/prepare-to-deliver-excellent-customer-service)

## Online CPD Distance Learning Course

*Only £25*



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More than 80% of business leaders in the UK believe customers are not only the biggest pressure point for businesses, but are also the most influential drivers of change.

Ultimately, the customer service industry is one of the most popular and rewarding industries to work in.

This short, auto-marked programme will give you the upper edge and key understandings of customer service, adding a great addition to your CV and personal development.

Completed online with auto-marked assessments, this programme can be completed in your own time.

- Place of study: **Learn from home**
- Type of course: **Online distance learning course with no exams**
- Course duration: **An average of 4 hours.**

Full tutor and customer service support will be provided throughout the course.

There are five parts to the course:

### **The principles of customer service in an organisation**

In this section, learners will be able to identify products and services provided by the organisation, the policies and procedures for customer service and the potential implications of poor customer service.

### **How customer needs and expectations are identified**

Learners will understand how to identify and meet customer expectations and learn to deal with situations where certain expectations cannot be met.

### **How to balance customer expectations against the organisation's offer**

In this section, learners will understand the effect of resource and financial implications, situations where customer service is limited, arriving at customer expectations and also meeting customer expectations outside of the organisation's offer.

### **How complaints are handled**

This section helps the learner understand why customers complain, the procedures to find a resolution for a complaint, the effects of complaints and why complaints are monitored.

### **Legislation relating to customer service**

Learners will cover any customer related legislation that affects customer service, individual health and safety responsibilities and gaining approval to make changes to procedures and practices.

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