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Education & Skills
Funding Agency



Principles of Customer Service

Every company, large or small needs to provide excellent customer service. Every contact counts in today's marketplace. Learn the principles that underpin outstanding customer service. Today's global economy brings with it a wealth of new markets, and opportunities so the need for good customer service has never been greater.



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
- Gain relevant skills, knowledge and understanding, leading to improved experience for those using your services

What you will learn

- Unit 1 - Principles of Customer Service & Delivery
- Unit 2 – Understand Customers
- Unit 3 - Understand Employer Organisations
- And 4 optional units



Eligibility Criteria

- Aged 19+ (born before 01/09/1999)
- Lived in the EU for 3 years



Available
fully funded

To find out more about this qualification, please contact:

Call: 01924 303 302 | Email: wakefieldonlinelearning@wakefield.gov.uk |

Visit: www.wakefield.gov.uk/adulteducation