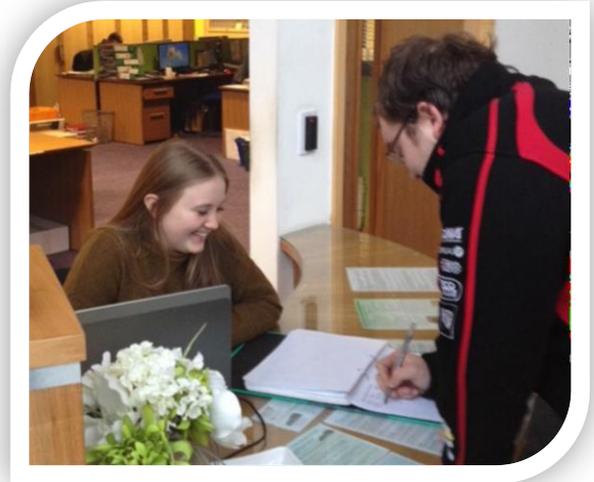


Good customer service is the glue that holds the business working relationships together. By ensuring customers are made to feel welcome, valued and listened to, long term working relationships are formed. When customers requirements are acknowledged, actioned and feedback given in a clear and positive way, customers return to you in future, based on the trust and respect they have built with you.

## Skills, interests and qualities

- Be polite and courteous at all times, even when dealing with difficult customers.
- Be organised and able to take down information clearly and accurately.
- Have good, written, verbal, telephone and IT skills.
- Be able to deal with customer complaints in a calm and professional manner.
- Be able to plan effectively, ensuring you follow up on actions or promises made within an acceptable or agreed timescale.



## What training will I receive?

- develop a confident attitude using positive body language and verbal communication skills to represent your organisation to the highest standard.
- research products and services in order to be informed and give accurate advice and information.
- gain experience through role play of dealing with difficult customers on the telephone and face to face.
- build effective time management and organisational skills.
- manage enquiries and record, process and track orders.
- promote additional products and services to clients and customers.
- manage and update a diary system, often for a number of people



## When do I attend?

Training can be organised to suit the needs of employers, but would usually consist of attending on a day release basis twice a month. It can also be done on the job, as long as you are away from carrying out your usual duties to receive the training input needed.

## What qualifications will I get?

Dependent on your own abilities and the opportunities available with your employer, you will follow one of three routes:

1. An NVQ only route (applicable to adults in the work place) undertaking a **Level 2 in Customer Service**
2. An **Intermediate Apprenticeship in Customer Service**
3. An **Advanced Apprenticeship in Customer Service**

**Plus** improving Functional Skills in English and maths (where appropriate for the apprenticeship route)

## Progression Opportunities

With a level 2 Customer Service Apprenticeship you can progress to an Advanced Apprenticeship at Level 3 in Customer Service or diversify by taking a Business Administration, IT User or Team Leading Apprenticeship or general qualification to build further on skills learned.

## How do I apply?

There are several ways to apply:

- contact the recruitment team on 0115 9677771 or write to us at WEBS Training Ltd The Poplars Wollaton Road Beeston NG9 2PD
- submit an enquiry via the website at [www.webstraining.com](http://www.webstraining.com)
- e.mail us at [info@webstraining.com](mailto:info@webstraining.com)

