



## BTEC Level 2 Certificate in Customer Service

### Course Description

This course is designed for people working in, or aspiring to work in, customer service related roles.

- Characteristics of customers and their expectations
- Effective customer service in organisations
- Supporting the customer service environment
- Teamwork in customer service
- Impression and image
- Providing customer service within the rules
- Handling problems
- Development and improvement

### Prerequisites/Audience

There is no experience or previous qualifications required for enrolment on this course.

**Assessment Method** - Written test and practical assignments

**Start Date:** See Calendar

**Modality:** ( Online/Live Instructor-led)

**Registration Fee:** J\$1,000.00

**Tuition:** J\$22, 500.00 plus £98.00 for Edexcel assessment and certification

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