

NVQ 2 CUSTOMER SERVICE



Candidates must complete all units in group A, plus five other units (at least one from each theme). Total seven units.

UNITS

Group A – Mandatory units

- Prepare yourself to deliver good customer service
- Provide customer service within the rules

Group B – Optional – Impression and Image Theme

- Give customers a positive impression of yourself and your organisation
- Promote additional services or products to customers
- Process customer service information
- Live up to the customer service promise
- Make customer service personal
- Go the extra mile in customer service
- Deal with customers in writing or using ICT
- Deal with customers face to face
- Deal with customers by telephone

Group C – Optional – Delivery Theme

- Deliver reliable customer service
- Deliver customer service on your customers' premises
- Recognise diversity when delivering customer service

Group D – Optional – Handling Problems Theme

- Recognise and deal with customer queries, requests and problems
- Resolve customer service problems

Group E – Optional – Development and Improvement Theme

- Develop customer relations
- Support customer service improvements
- Develop personal performance through delivering customer service

Location:

Employers premises

Duration:

6 to 9 months depending on candidate