

BTEC Award in...

Customer Service

This Level 1 course is an opportunity to explore the skills, techniques, personal qualities and attributes needed for effective customer service. It will be of particular interest to anyone considering a career in a customer service role in industry, commerce or the Public Sector.

This is a varied programme involving tutoring from an experienced Customer Service tutor, with group and individual assignments. Assessment of this award will be by an externally set and marked test and portfolio work. Integrated into the course will be the wider key skills in Working With Others, Improving Own Learning and Performance and Problem Solving.

BTEC Level 1 Award

The following topics will be covered:

Recognising Customer Service – main outcomes will be to understand:-

- Identifying customer service needs and expectations
- Promoting a positive impression of yourself and the organisation
- Ways to improve customer service

Providing Customer Service – main outcomes will be to understand:-

- Preparing for customer service
- Effective communication skills
- Providing consistent care and service to customers

Dealing With Problems and Complaints – main outcomes will be to understand:-

- Identifying problems and complaints
- Solutions to problems and complaints
- Implementing solutions to problems and complaints

Successful achievement will qualify for an Edexcel Level 1 BTEC Award in Customer Service

