

# NCFE LEVEL 3 CERTIFICATE **CUSTOMER SERVICE**

Customer service is crucial for every organisation and industry. Offering a positive customer experience, or dealing with any complaints or queries effectively, can make a huge difference in whether your customers return, or leave you a good or bad review. This course is ideal for those already working in a customer-facing role, or for those wanting to improve their knowledge to progress into a customer service role. This qualification aims to provide you with skills required by employers to work in a range of different environments within a customer service role.

## **Duration**

21 Weeks

## **Course Content**

- Understand the customer service environment
- Principles of Business
- How to resolve customers' problems and complaints
- Customers and customer retention
- How to monitor customer service interactions and feedback presentation
- Equality, diversity and inclusion in the workplace
- How to manage performance and conflict in the workplace

## **Eligibility and Funding**

This course can be funded via an Advanced Learner Loan - with no upfront costs and nothing to pay back unless you earn over £27,295 per year.

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