

## ShIPLEY College – Innovative Working

### 1. Level Three Customer Service

**Description:** This course is ideal if your job role includes working with customers. It will give you the confidence and ability to deal with customers in a professional and efficient manner. It covers the delivery of effective customer service and supporting the customer service environment. It covers:

- Communicating effectively with customers
- Principles of customer service
- Customer needs and expectations
- Responding to customers queries and complaints
- Legislation which supports the customer service process
- Applying customer service improvements and developing self

Accredited. City & Guilds.

10 participants required to run a course.

**Course delivery method:** Group learning

**Delivery location:** Employer and training provider premises

**Course length:** Three days over one week