

## Build skills and give your career momentum

Equip yourself with the most up to date Customer Service techniques and skills to help you provide Excellence in all Customer Service delivery.

### **COURSES FULLY FUNDED FOR 16-19 YEAR OLDS - ask us for details**

Take the vocational route and demonstrate Excellent Customer Service.

Managing Customer Service Level 3 ensures you are well equipped to:

Consolidate and understand the customer service foundation.

Create the right impression and image • Deliver an excellent service

Develop and improve the service • Handle problems effectively • Drive improvements

## CUSTOMER SERVICE LEVEL 3

### **Mandatory Units: Customer Service Foundations**

Unit No.		SCQF Level
301	Demonstrate understanding of customer service (F3)	7
302	Demonstrate understanding of the rules that impact on improvements in customer service (F4)	6

### **Optional Units: Group B Impression and Image**

303	Deal with customers in writing or electronically (A13)	6
304	Use customer service as a competitive tool (A14)	7
305	Organise the promotion of additional services or products to customers (A15)	6
306	Build a customer service knowledge set (A16)	7

### **Optional Units: Group C Delivery**

307	Deliver customer service using service partnerships (B9)	6
308	Organise the delivery of reliable customer service (B10)	6
309	Improve the customer relationship (B11)	6

### **Optional Units: Group D Handling Problems**

310	Monitor and solve customer service problems (C5)	6
311	Apply risk assessment to customer service (C6)	7
312	Process customer service complaints (C7)	7

### **Optional Units: Group E Development and Improvement**

313	Work with others to improve customer service (D8)	6
314	Promote continuous improvement (D9)	7
315	Develop your own and others; customer service skills (D10)	6
316	Lead a team to improve customer service (D11)	7
317	Gather, analyse and interpret customer feedback (D12)	7
318	Monitor the quality of customer service transactions (D13)	6
411	Implement quality improvements to customer service (D14)	8
412	Develop and organise the development of customer service staff (D15)	8
413	Develop a customer service strategy for a part of an organisation (D16)	8
414	Manage a customer service award programme (D17)	8
415	Apply technology or other resources to improve customer service (D18)	8
416	Review and re-engineer customer service processes (D19)	8
417	Manage customer service performance (D20)	7

### **FUNDING MAY APPLY**

To register interest

Email [information@directpartners.co.uk](mailto:information@directpartners.co.uk)

or call **0131 476 9315**

[www.directpartners.co.uk](http://www.directpartners.co.uk)

**We are Direct Partners the Training agency that puts the candidate first.**