

Customer Service

Adult Training Courses

You never get a second chance to make a first impression!

Customer Service is at the forefront of almost every job there is. Whether it be face to face, over the phone or through electronic communication, it is vital that the customer has a positive experience and is highly satisfied with the service provided.

This course is suitable for those who care about delivering good customer service to the public, external customers or internally to other colleagues.

Through this course you will gain a formally recognised qualification in an area which virtually all employers consider desirable.

Working across the East Midlands, we help people to gain the skills needed to enter into sustainable employment or progress in their chosen career.

All of our training courses come with accredited qualifications recognised by employers and support with entry into further education.



What will the course cover?

This qualification is designed to give you the core skills and qualities needed to offer an excellent level of customer service. The course will focus on:

- The importance of appearance and behaviour in customer service
- Communicating effectively with customers
- Working in customer service
- Applying legislation, regulation and organisational procedures for customer service
- Handling telephone calls from customers
- Recording and communicating customer problems
- Going above and beyond within customer service

What qualifications will I receive?

At the end of the course, upon satisfactory completion, all learners will gain up to two qualifications accredited through City and Guilds:

- Level 1 Certificate in Customer Service
- Level 1 Certificate in Employability

This course is delivered over a 2-3 week programme of learning*

How is the qualification assessed?

The qualification will be assessed through a portfolio of evidence. This consists of a structured workbook and a range of practical activities that the learner will complete as part of the course with support provided from a qualified tutor.

Is it right for me?

- Do you like working with customers?
- Are you passionate about going above and beyond?
- Are you able to think on your feet?

If so, then this is the ideal opportunity for you.

This is best suited to those looking to begin or develop a career in a range of vocational roles including retail, call centre operations, sales, catering and hospitality amongst many others.

Upon completion, the programme supports progression onto further qualifications such as apprenticeships or higher education.

* subject change based on chosen qualifications

"I truly see teaching as an opportunity to make a difference to the lives of my learners."

Kevin Farmer, Customer Service Trainer

Get in touch

To find out more about our training courses email thehub@futuresforbusiness.com or call 0345 266 9799