

# Customer Service

*with* NSPP Vocational Training

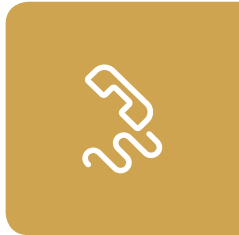


More skills *create opportunities*



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# Customer Service



NSPP offers a range of customer service qualifications designed to help those working in customer services roles to develop their skills and knowledge and progress in their careers.

## Courses:

### › NVQ Level 2 in Customer Service

This qualification is designed for those already working in a predominantly customer service focussed role. You will produce an NVQ portfolio based on the work you complete whilst in employment.

#### Some of the units you will complete are:

- Delivering customer service
- Understanding customers
- Principles of customer service
- Understanding employer organisations
- Managing personal performance and development
- Providing reception services (optional)
- Handling objections and closing sales (optional)

### › NVQ Level 3 in Customer Service

This qualification is designed for experienced, supervisory and management level customer service staff looking to improve their work place skills and enhance their career prospects.

#### Some of the units that you will complete are:

- Organising and delivering customer service
- Understanding the customer service environment
- Resolving customers' problems
- Principles of business
- Understanding customers and customer retention



To find out more call **01457 238014** or visit **[www.nspp.co.uk/customerservice](http://www.nspp.co.uk/customerservice)**