

"Level 2 – Customer Relations"



Student Profile

This programme is designed for people who wish to gain an understanding of principles and practice of Customer Relations. No prior knowledge is required.

Objectives

The objectives of the course are to:

- Understand the need for customer care skills
- Identify strengths and weaknesses in your firms care approach
- Plan a caring approach
- Develop personal customer care skills - face to face
- Develop personal customer care skills - on the phone
- Understand how to deal effectively with anger, aggression and complaints
- Define the role of receptionist
- Describe good practice in receiving visitors and guests
- List the administrative function assigned to reception
- Understand the importance of security and personal safety

Study Method

The course is designed for independent study at work or at home. Learners receive course manual, assignments and study-guide plus tutor support by mail and email. You can start at any time and plan your studies over a period of up to one year from the time of enrolment.

Assessment

Each element is followed by a written assignment, which is submitted and then marked by your tutor. There is no external examination required.

Course Accreditation

At the end of this course successful learners will receive a level 2 NCFE Award certificate of achievement. That means that it is independently accredited at a level of learning equivalent to level 2 on the National Qualifications Framework (NQF) for England, Wales and Northern Ireland. The course is provided in conjunction with Kendal Publishing Limited - a licensed NCFE centre.

NCFE is recognised as an awarding body by the qualification regulators for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Course Duration

Students may register at any time and have a full year to complete their studies. The course will take around 60 hours of study to complete.

Pack/Course Contents

Your study pack is dispatched in full at the time of enrolment and provides all you need to complete your studies:

- Study-guide.
- Comprehensive study notes for each element of the course.
- Self-assessment activities.
- Assignments.
- Tutor support.
- Assignment marking & feedback.
- Certification.

Price and Payment Methods

Please refer to current price list or call for details.

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Course Content

The course is divided up into five modules, as follows:

Module 1: Customer Care

- Why your firm needs customer care
- Why you need to do something about it
- Your plan of campaign
- Customer care skills
- Handling complaints

Module 2: Customer Care on the Telephone

- Telephones - problems and opportunities
- Telephone skills
- Telephone Reception Skills
- Dos and Don'ts on the telephone
- Handling problems and objections
- Controlling anger
- Dealing with criticism
- Communicating on the telephone
- Handling complaints

Module 3: Reception Skills

- The role of the receptionist
- Being a ambassador
- Receiving visitors & guests
- Administration in reception
- Telephone Skills



Course Provider



Accreditation Body

Training Provider details:

Focus Coaching and Training



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🌐 www.focuscoaching.org.uk