



Customer Service Level 2

Good customer service is good for business.

Studies show that by 2020 the biggest differentiator for customers' purchases will not be based on product or price but will be driven by service and experience.

Ensure customer service in your business hits the right note with an online training course from Highfield e-learning.

The course

Whether the Highfield Level 2 Customer Service e-learning course is used as part of the training for a level 2 customer service qualification or as a stand-alone training course for staff and managers, learners will understand what is meant by, and how to deliver, good customer service in your organisation.

From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.

Areas covered

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints

Who is it aimed at?

The course is useful for staff, managers and apprentices working within any business. It may be useful for any learner looking to gain a recognised level 2 qualification in customer service. No prior knowledge needed

Typical Duration

1 - 2 hours

How It Works

Our e-learning is available to use on multiple platforms such as tablets, PCs and laptops. All you need is an internet connection. Learners simply log on to the Highfield Learner Management System (LMS) and work their way through the course, along with the scenarios that provide them with real-life context.

Learners are assessed at the end of the course by multiple-choice questions.

Certification

Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.