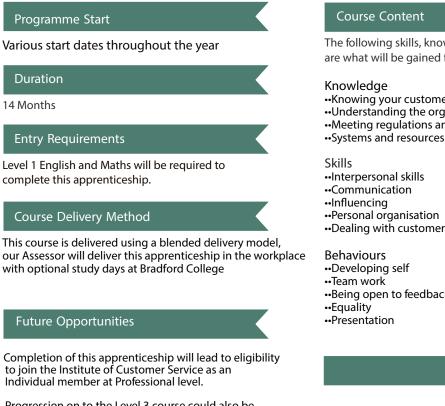


## **APPRENTICESHIPS**

## **Customer Service Practitioner Level 2**

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction.



Progression on to the Level 3 course could also be Applicable.

## Course Content

The following skills, knowledge and behaviours are what will be gained from this apprenticeship.

- Knowing your customers
- ••Understanding the organisation
- Meeting regulations and legislation
- ••Interpersonal skills

- ··Dealing with customer conflict and challenge
- Developing self ••Being open to feedback

