

Certificate NVQ Customer Service Level 2

To achieve the Level 2 NVQ Diploma in Customer Service a learner must achieve **28** credits.

1. **Eight** credits must be achieved by completing both of the mandatory units
2. **Twenty** credits must be achieved by completing a minimum of one unit from each optional group; Please discuss in detail with your assessor about unit combinations.

Group A Mandatory Units

Communicate using customer service language	4
Follow the rules to deliver customer service	4

Group B - Optional Unit Impression and Image

Maintain a positive and customer-friendly attitude	5
Adapt your behaviour to give a good customer service impression	5
Communicate effectively with customers	5
Give customers a positive impression of yourself and your organisation	5
Promote additional services or products to customers	6
Process information about customers	5
Live up to the customer service promise	6
Make customer service personal	6
Go the extra mile in customer service	6
Deal with customers face to face	5
Deal with incoming telephone calls from customers	5
Make telephone calls to customers	6
Deal with customers in writing or electronically	6
Use customer service as a competitive tool	8
Organise the promotion of additional services or products to customers	7
Build a customer service knowledge set	7

Group C Optional Units - Delivery

Do your job in a customer-friendly way	5
Deliver reliable customer service	5
Deliver customer service on your customer's premises	5
Recognise diversity when delivering customer service	5
Deal with customers across a language divide	8
Use questioning techniques when delivering customer service	4
Deal with customers using bespoke software	5
Maintain customer service through effective hand over	4
Deliver customer service using service partnerships	6
Organise the delivery of reliable customer service	6
Improve the customer relationship	7

Group D Optional Units - Handling Problems

Recognise and deal with customer queries, requests and problems	5
Take details of customer service problems	4
Resolve customer service problems	6
Deliver customer service to difficult customers	6
Monitor and solve customer service problems	6
Apply risk assessment to customer service	10
Process customer service complaints	6

Group E Optional Units - Development and Improvement

Develop customer relationships	6
Support customer service improvements	5

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