



IMPULSE TRAINING

E-LEARNING SHORT COURSES FACT SHEET

COURSE TITLE	CUSTOMER SERVICE
COURSE LEVELS	LEVEL 2
COURSE OVERVIEW	<p>The Level 2 Customer Service e-learning course can be 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.</p> <p>From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.</p>
COURSE CONTENT	<ul style="list-style-type: none">• 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.
COURSE DURATION	1 - 2 hours
TEST/CERTIFICATION	Learners are assessed at the end of the course by multiple-choice questions. Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.
COST	£25.00