

## Customer Care

**Packed with engaging and interactive content this online customer service training will equip anyone working in a customer-facing role with the knowledge to deliver excellent customer care.**

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.

## Prerequisites

No prior knowledge needed.

## Typical Duration

1 - 2 hours

## Upskill and qualify your workforce.

Employers can benefit from staff retention and investing in their workforce, improving the confidence and skills of their staff.

## Certification

Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course or you can opt for a Security CPD Certificate with CPD points.

Contact [info@securitycpd.org](mailto:info@securitycpd.org)

Website [www.securitycpd.org](http://www.securitycpd.org)

Certificates for Awareness Courses are included in course cost.

