

Eligibility: Must be aged 19+ and live in Greater Manchester

Level 1 Certificate in

Principles of Customer Service

COURSE OVERVIEW

Customer service skills are vital for many roles, across many industries.

This course will introduce you to the core knowledge and understanding required to work in customer service, helping you to better understand the sector and whether it is right for you.



WHAT YOU WILL LEARN

Some of the units you could study include:

- The principles of customer service
- Understanding how to work in a customer service role
- How to communicate with customers
- Managing personal performance and development
- Career progression.

LEARNING BENEFITS

By completing this course, you will gain a nationally recognised qualification to show employers.

For more information, contact edu@standguide.co.uk or to join the course, call our referrals team on 0161 881 4826.

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