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Prepare to Deliver Excellent
Customer Service

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Online CPD Distance Learning Course



**BE
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OF IT.**

Middlesbrough
Community Learning

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More than 80% of business leaders in the UK believe customers are not only the biggest pressure point for businesses, but are also the most influential drivers of change.

Ultimately, the customer service industry is one of the most popular and rewarding industries to work in.

This short, auto-marked programme will give you the upper edge and key understandings of customer service, adding a great addition to your CV and personal development.

Completed online with auto-marked assessments, this programme can be completed in your own time.

- Place of study: **Learn from home**
- Type of course: **Online distance learning course with no exams**
- Course duration: **An average of 4 hours.**

Full tutor and customer service support will be provided throughout the course.

Section 1: The principles of customer service in an organisation

In this section, your learners will begin to identify products and services provided by the organisation in which they work, the policies and procedures for customer service and the potential negative implications of offering poor customer service.

Section 2: How customer needs and expectations are identified

Your learners will cover how to identify and meet customer expectations, as well as how to attend to situations where certain expectations cannot be met by the organisation.

Section 3: How to balance customer expectations against the organisation's offer

In this section, your learners will work towards understanding the effects of resource and financial implications, situations in which customer service is limited and meeting customer expectations outside of the organisation's offer.

Section 4: How complaints are handled

This section will help your learners understand what leads to customer complaints, the procedures to find a resolution for a complaint, the differing effects of complaints and why complaints are monitored.

Section 5: Legislation relating to customer service

Your learners will cover any customer-related legislation that affects customer service, individual health and safety responsibilities, and gaining approval to make changes to procedures and practices.