



## L2 Customer Services

Course Name	Start Date	End Date	Site	Total Fees
Principles of Customer Service (VRQ) NCFE Level 2 Certificate	07/08/2023	31/07/2024	North Lindsey College	418.00

### Subject Area

Personal and Professional Development

### Course Description

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91 % of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

### Course Content

- Achieve a nationally recognised Level 2 qualification Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

### Duration

11 weeks to complete

### Course Fees

fully Funded

### Course Search Tag

EMP

### Delivery Tag

Part-Time