

CUSTOMER RELATIONS COURSE – LEVEL 2 AWARD



The **Customer Relations Level 2 Course** is designed for people seeking to understand and apply good practice in promoting effective customer relations.

The course is particularly suited to staff who deal regularly with guests, visitors and customers face to face, in writing and on the telephone.

Objectives:

At the end of the course you will be able to:

- Understand the need for customer care skills.
- Identify strengths and weaknesses in your firm's care approach.
- Plan a caring approach.
- Develop personal customer care skills – face to face.
- Develop personal customer care skills – on the phone.
- Understand how to deal effectively with anger, aggression and complaints.
- Define the role of receptionist.
- Describe good practice in receiving visitors and guests.
- List the administrative function assigned to reception.
- Understand the importance of security and personal safety

On successful completion of the course you will receive a recognised level 2 award (Comparable to working at GCSE or NVQ Level 2).

The Course Includes the Following Units:-

➤ **Unit One - Customer Care**

The following topics are covered: Why your firm needs customer care, Why you need to do something about it, Your plan of campaign, Customer care skills and Handling complaints.

➤ **Unit Two - Customer Care on the Telephone**

The following topics are covered: Telephones – problems and opportunities, Communicating on the telephone, Telephone skills, Telephone Reception Skills, Dos and Don'ts on the telephone, Handling problems and objections, Controlling anger, Dealing with criticism and Handling complaints.

Price:
£250.00

Instalment Options:
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £100.00, followed by 3 monthly payments of £50.00.

Course Format:
Paper Based Course Materials

Assessment:
Coursework

Approximate Study Time:
80 Hours of Self Study

➤ Unit Three - Reception Skills

The following topics are covered: The role of the receptionist, Being an ambassador, Receiving visitors & guests, Administration in reception, Security & safety and Telephone Skills.

Pre-Requirements:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

You will be assessed on coursework which is detailed in the course materials. Most coursework consists of short paragraph answers to set questions. Your work can be sent back to your course tutor by email or by post.

Qualification:

The award is gained from successfully completed coursework so there is no exam to complete.

On successful completion of this course, students will receive a **Level 2 Customer Relations Award**.

This award has been independently accredited at a level of learning equivalent to level 2 on the National Qualifications Framework (NQF) and is comparable to working at GCSE or NVQ Level 2.



The award is issued through NCFE. NCFE is recognised as an awarding body by the qualification regulators ('regulators') for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.