

Course Overview

Providing customer service products and services for businesses and other organisations including face-to-face, telephone, digital and written contact and communications.

Role Overview

The role of a customer service practitioner is to deliver high quality products and services to the customers of their organisation. Your core responsibility will be to provide a high quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. You may be the first point of contact and work in any sector or organisation type.

Knowledge

- Understand who customers are.
- Understand the difference between internal and external customers.
- Know the purpose of the business and what 'brand promise' means
- Know the internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation.
- Know the appropriate legislation and regulatory requirements that affect your business.
- Know how to use systems, equipment and technology to meet the needs of your customers.
- Understand how establishing the facts enable you to create a customer focused experience and appropriate response.
- Understand the products or services that are available from your organisation and keep up-to-date.

Skills

- Use a range of questioning skills, including listening and responding in a way that builds rapport, determines customer needs and expectations and achieves positive engagement and delivery.
- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
- Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
- Demonstrate patience and calmness.
- Show you understand the customer's point of view.
- Use appropriate sign-posting or resolution to meet your customers needs and manage expectations.

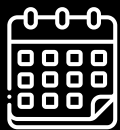
Behaviours

- Take ownership for keeping your service knowledge and skills up-to-date.
- Being open to feedback
- Team working
- Equality – treating all customers as individuals
- Presentation – dress code, professional language
- Take ownership from the first contact and then take responsibility for fulfilling your promise



Professional Recognition and Progression

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service as an Individual member at Professional level. Possible progression to go on to complete Level 3 Customer Service Specialist.



Typical Duration
12 Months



Funding Value
£3,500



Training Method
Blended

Apprenticeship Assessment:

Apprenticeship Assessment is completed between 30-90 days of completion.

Assessment Methods:

- Apprentice Showcase
- Practical Observation
- Professional Discussion

What to expect from us

- Tailored learning plans to support each individual
- Dedicated and professional account management & recruitment
- Highly experienced tutors and delivery support team
- On going support throughout the Apprenticeship.
- Monthly visits from our Skills Coaches / Teams calls
- Designated safeguarding officer

Contact us:

JuniperTraining.co.uk

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