

Customer Service

Accredited through Edexcel

Service standards are of the utmost importance for customers, potential customers, employees and management of a business. They help define what a customer can expect and to remind management and employees of the challenges and obligations that they face.

As businesses become more competitive and customer expectations are raised, heavier demands are being placed on many different types of organizations to deliver service excellence. Employees within these environments need to demonstrate high levels of personal effectiveness as recognized Customer Service Professionals.

Customer service NVQ's are amongst the most popular vocational qualifications in the UK with thousands of candidates being registered since its launch. They are generic in that they can be used across all industries, organisations and job roles.

The table below outlines the NVQ's available and describes the typical job roles and duties attached to each.

NVQ Level	Typical Job Roles	Duties Include
Level 1	Assistant Sales Staff	Effective customer communication, positive attitude, recognize and deal with customer requests, queries and problems
Level 2	Sales staff, service desk personnel or call centre staff	Delivering effective customer service and interacting directly with customers
Level 3	Call Centre Section Leader, sales team supervisor and customer services team leader	Delivery of customer service as well as monitoring and developing the quality of customer service given
Level 4	Strategic Manager, Senior Manager or Customer Service Expert	Planning and implementing customer service

Contact Us:

If you would like more information about Rhino Training's range of qualifications then please telephone 0845 456 6705, email: enquiries@hellorhino.com or visit our website www.rhinotrain.com

