

# Customer Service Skills

---

## Introduction

Most organisations only exist because of customers. All organisations need to keep their customers happy by providing an excellent service and dealing appropriately with any complaints. Starting from our own experience as customers, this course identifies good practice and the impact on reputation and morale if things go wrong. These sessions focus on creating a good impression face to face, on the phone and in writing.

## What will you learn?

By the end of the course you should be able to:

- Understand the benefits to an organisation of good customer service
- Understand the possible consequences of poor customer service
- Understand the value of first impressions
- Understand positive verbal and non-verbal interaction with customers
- Understand that respect for the individual is at the heart of good customer service
- Understand your role in dealing with complaints from customers

## Who is this course aimed at?

Employability courses at Fircroft College are aimed at helping you to enter and succeed in the world of work. They are suitable for anyone who wants to return to work, change jobs or seek promotion. We will show you how to make the most of the experience you have already and how to plan for the future. You can develop the teamwork, customer service and problem solving skills that employers in every sector say they are looking for. We can also help you with your performance in interviews.

## What are the entry requirements? (If applicable)

There are no formal entry requirements for this course. However, this course is most suitable for people without any qualifications at level 2 or above (the equivalent of GCSE grade A-C).

## How is it taught?

The course is taught by an experienced tutor who will guide you through the learning in a supportive and encouraging way. Group case studies, role plays and discussions will be used to highlight customer experiences and good business practice. There will also be opportunities for you to work individually or in pairs, looking at how good customer service is achieved in organisations you would like to work in.

## How will you be assessed?

The Customer Service Skills course uses a number of different assessment methods including; recording group activities, keeping a learning diary, group presentations, tutor observations and completing worksheets as part of the course sessions.

If you have any concerns about your skills or confidence in writing, talking or anything else please talk to the staff in the short course office. They can answer many of your questions or will ask the tutor to get in touch with you before the course starts, to discuss your needs.

### **What will you achieve?**

If you complete the course successfully you will achieve 3 Open College Network (OCN) Credits at Level 1 or 2. The OCN Credits you achieve are part of a national system for recognising and accrediting the learning you have undertaken on this course. Once you complete this course you can build the number of credits you have achieved by undertaking further short courses as detailed below.

If you successfully complete all seven courses within the Employability Pathway you will achieve an NOCN Progression Certificate, a qualification recognised by all employers.

### **What can you do after this?**

We strongly recommend that you take all seven courses in the Employability Pathway – the other six courses are: Teamwork and Communication, Personal Career Planning, Problem Solving at Work, Fairness at Work, Building a Personal Career Portfolio and Preparing for a Recruitment Interview.

Following a Pathway will help you get the most out of coming to Fircroft College. What you learn on one course will help you on the next. Your tutor will get to know you better and be able to give you more appropriate support and advice. You will also gain a NOCN Progression Certificate if you successfully complete all seven courses.

### **Who are the tutors?**

This course is run by Helen Thompson.

### **When does it run?**

This is a three day course which includes two nights residency at the College. Courses start at 5.30pm on the first day and finish between 3pm and 4pm on the third day. Please check our website or short course guide for course dates. Alternatively you can contact our Short Course office.

### **Is there a cost?**

This course is free if you are claiming certain types of benefits. Otherwise it is £40. All accommodation, food, teaching & course materials costs are included.

### **How can you apply?**

For more information please contact the short course office on 0121 472 0116 or email [shortcourses@fircroft.ac.uk](mailto:shortcourses@fircroft.ac.uk). You can apply online at [www.fircroft.ac.uk](http://www.fircroft.ac.uk), by post or in person.

