

June 2014

## City & Guilds

500/9341/1 Level 2 NVQ Certificate in Customer Service

### OVERVIEW

- What does this qualification cover?

This qualification covers the basic elements of how to deliver an excellence customer experience and will equip you with the necessary skills to work and support customer service delivery.

The following areas that can be covered within this qualification:

- Maintain a positive and customer-friendly attitude
- Promote additional services or products to customers
- Deal with customers using bespoke software
- Deliver customer service using service partnerships
- Monitor and solve customer service problems
- Apply risk assessment to customer service
- Lead a team to improve customer service
- Gather, analyse and interpret customer feedback

All learners will cover the mandatory core units and then a choice of optional units.

This is a Framework qualification.

Who could take this qualification?

Level 2 will suit you if you have some experience in customer service and are able to handle more difficult customers. You are looking to improve your own skills and become more involved in making improvements to your team's level of customer service.

This qualification is suitable for anyone from 16 years old or over.

### WHAT COULD THIS QUALIFICATION LEAD TO?

This qualification could lead to jobs such as:

- Customer service advisor
- Call centre operator
- Retail or leisure centre customer contact
- Helpdesk advisor

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1 Giltspur Street  
London  
EC1A 9DD  
T +44 (0)20 7294 2468  
F +44 (0)20 7294 2400  
[www.cityandguilds.com](http://www.cityandguilds.com)



The learner could progress onto other qualifications such as:

- Level 3 NVQ Diploma in Customer Service
- Level 3 Certificate in Customer Service
- Customer Service Apprenticeships
- Level 2 and Level 3 Business Administration
- Level 2 and Level 3 Contact Centre Operations
- Customer Service Advanced Apprenticeship
- Institute of Leadership and Management (ILM) qualifications.

#### WHO SUPPORTS THIS QUALIFICATION?

This qualification is supported by:

Flybe  
Kings College NHS Trust  
Northamptonshire NHA Trust  
Thomas Cook  
Waitrose  
Greenbank Services Ltd