





CUSTOMER CARE – LEVEL 2

The Short Course is used as part of the training for a level 2 customer service qualification or as a stand-alone training course for staff and managers, learners will understand what is meant by, and how to deliver, good customer service in your organisation. From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.

 Areas Covered	 Who is it aimed at?
Customer service principles Customers' needs and expectations Behaviour and interpersonal skills Responding to problems or complaints	Staff, Managers and apprentices working within any business. It may be useful for any learner looking to gain a recognised level 2 qualification in customer service.

	▶ Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.
	▶ Our e-learning is available to use on multiple platforms such as tablets, PC's and laptops. All you need is a good internet connection. Learners simply log on to the Ubique Learner Management System (LMS) and work their way through the course, along with the scenarios that provide them with real-life context.

Why Choose Ubique Safety Consultancy E-learning?

We make the most complex of subjects easier to digest through media and content-rich exercises that motivate and engage learners. All our e-learning uses interactive exercises and gaming combined with media-rich content, interactive scenarios, and relevant photography and illustrations. Content is provided by industry-leading experts. What that means for your learners is stimulating and engaging content they will respond to and, most importantly, remember.

Key Details

Prerequisites: No prior Knowledge Needed

Assessment: Multiple Choice Questions

LMS: Yes

Compatibility: Laptop/ Desktop/ Tablet

