

Customer Service



#Industry #Earnasyoulearn

#Support

RUNSHAW COLLEGE

Apprenticeship **Customer Service**

Customer Service Practitioner (L2)

Customer Service Specialist (L3)

An apprenticeship within the customer service sector is aimed at training you how to interact with the public and address their needs, whilst maintaining a professional, high quality level of assistance throughout. You will likely be required to familiarise yourself with the products or services that your organisation provides and will often serve as the initial point of contact for any requests, complaints or enquiries. Therefore, by working as both an individual and as part of a team, you will gain the skills and knowledge necessary to fulfil this role. By the end of your apprenticeship, you will have obtained an insight into the needs of the customer and learnt how to achieve customer satisfaction in relation to both their dealings with you, and your organisation. Should you progress to a Level 3 apprenticeship, you will develop and expand on these skills to gain an even greater and more specialist level of competency in this sector. This will include dealing with more complex and technical requests, complaints or queries, and become adept at sharing your expert knowledge of your organisations products.

General responsibilities of the role?

General Customer Service

Product/Service Knowledge

Complaints Resolution

Customer Satisfaction

Data Entry & Recording

For more information about our courses, visit runshaw.ac.uk
call **01772 643000** or email apprenticeships@runshaw.ac.uk