

# Customer Service



**Gloucestershire College is working with Gloucester Works and local employers to improve your employability.**

**This course is fully funded by the European Social Fund (ESF). It has been developed to reflect the customer service skills employers require in most types of jobs including sales and retail, call centres, hotels, restaurants, bars, cafés and all front line positions in any organisation.**

## **Qualification:**

- You will be working towards a customer service qualification as part of this course
- **Course Title:** City and Guilds Principles of Customer Service

## **What is good customer service?**

- Different types of customer
- Different customer needs
- What is customer satisfaction

## **Communications:**

- Effective method of communication
- Questioning techniques
- Body language and facial expressions

## **How to provide good customer service:**

- Ensuring goods and service are “fit for purpose”.
- Confidentiality of customer and organisation

## **Effectively dealing with customer queries, problems and complaints**

- How to deal with customer queries
- Dealing with common problems and complaints

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**On completion of this course you will receive the Gloucestershire College certificate of completion and if successful, you will receive a City & Guilds certificate for the Principles of Customer Service Award.**