

Customer Service

QQI Level 5 Certificate 5N0972 /2020

Brief Course Outline & Details

- This course will be run by CEEDS in association with NCU Training and will take place in CEEDS Training Centre Clondalkin.
- The aim of this course is to equip the learner with the skills and knowledge in the practices and principles in the role of customer service. Satisfactory completion of this module can be used as a standalone certificate or to assist learners aiming for higher qualifications, especially the Major Award of Sales and Administration

Course Content

- Examine the principles of customer service within a range of environments
- Identify the key features of good customer service, to include distinguishing between different kinds of customers, making a good first impression, meeting customer needs, catering for diversity and disability, understanding and responding to customer perceptions
- Explain the standards or rating system by which customer service is developed and measured in an industry-specific area
- Identify, for a vocationally-specific area, key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation and redress
- Explain how customer service enhances organisational effectiveness and success, to include practical examples of organisations with good customer care
- Describe how customer perceptions can be influenced, to include elements such as the physical environment, printed materials, the personal presentation and conduct of a customer contact person
- Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviour
- Use appropriate communication technologies to include, telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations
- Use written and verbal skills to include appropriate style, language and tone
- Handle a range of correspondence and records providing a service to the customer, to include orders, invoices, payments, and correspondence made both in writing and electronically
- Respond to customer complaints and compliments in accordance with organisational policy
- Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments

- Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strengths and weaknesses when dealing with customers

Assessment

Learner Record 40%, Skills Demonstration 60%

Times/Schedule

150 hours tutor led training self-directed. The course will be 4 full days, 1 day a week for 4 weeks.

- Monday 20th April 2020
- Monday 27th April 2020
- Friday 8th May 2020 (no class on Monday of this week due to the Bank Holiday)
- Monday 11th May 2020

Start time 9.15am (sharp) -4.00pm

Cost: €250

Entry Requirements

Leaving certificate or equivalent qualifications and/or relevant life and work experience. Participants must speak and work in English at a standard appropriate to the course content.

NCU Certification fee is not included in the total cost of the course, Medical cardholders, People in receipt of a SWA payments may be exempt from QQI Fees.