

Customer Service Level 2 Units

Unit A01 - Maintain a positive and customer-friendly attitude

Unit A02 - Adapt your behaviour to give a good customer service impression

Unit A03 - Communicate effectively with customers

Unit A04 - Give customers a positive impression of yourself and your organisation

Unit A05 - Promote additional services or products to customers

Unit A06 - Process information about customers

Unit A07 - Live up to the customer service promise

Unit A08 - Make customer service personal

Unit A09 - Go the extra mile in customer service

Unit A10 - Deal with customers face to face

Unit A11 - Deal with incoming telephone calls from customers

Unit A12 - Make telephone calls to customers

Unit A13 - Deal with customers in writing or electronically

Unit A14 - Use customer service as a competitive tool

Unit A15 - Organise the promotion of additional services or products to customers

Unit A16 - Build a customer service knowledge set

Unit B01 - Do your job in a customer-friendly way

Unit B02 - Deliver reliable customer service

Unit B03 - Deliver customer service on your customer's premises

Unit B04 - Recognise diversity when delivering customer service

Unit B05 - Deal with customers across a language divide

Unit B06 - Use questioning techniques when delivering customer service

Unit B07 - Deal with customers using bespoke software

Unit B08 - Maintain customer service through effective hand over

Unit B09 - Deliver customer service using service partnerships



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- Unit B10 - Organise the delivery of reliable customer service
- Unit B11 - Improve the customer relationship
- Unit C01 - Recognise and deal with customer queries, requests and problems
- Unit C02 - Take details of customer service problems
- Unit C03 - Resolve customer service problems
- Unit C04 - Deliver customer service to difficult customers
- Unit C05 - Monitor and solve customer service problems
- Unit C06 - Apply risk assessment to customer service
- Unit C07 - Process customer service complaints
- Unit D01 - Develop customer relationships
- Unit D02 - Support customer service improvements
- Unit D03 - Develop personal performance through delivering customer service
- Unit D04 - Support customers using on-line customer services
- Unit D05 - Buddy a colleague to develop their customer service skills
- Unit D06 - Develop your own customer service skills through self-study
- Unit D07 - Support customers using self-service technology
- Unit D08 - Work with others to improve customer service
- Unit D09 - Promote continuous improvement
- Unit D10 - Develop your own and others' customer service skills
- Unit D11 - Lead a team to improve customer service
- Unit D12 - Gather, analyse and interpret customer feedback
- Unit D13 - Monitor the quality of customer service transactions
- Unit F01 - Communicate using customer service language
- Unit F02 - Follow the rules to deliver customer service