

10 DAY COURSE

Options for learning:

Blended (Classroom and Remote)

Fully Remote

Classroom



Customer Service Certificate Level 2

Principles of customer service

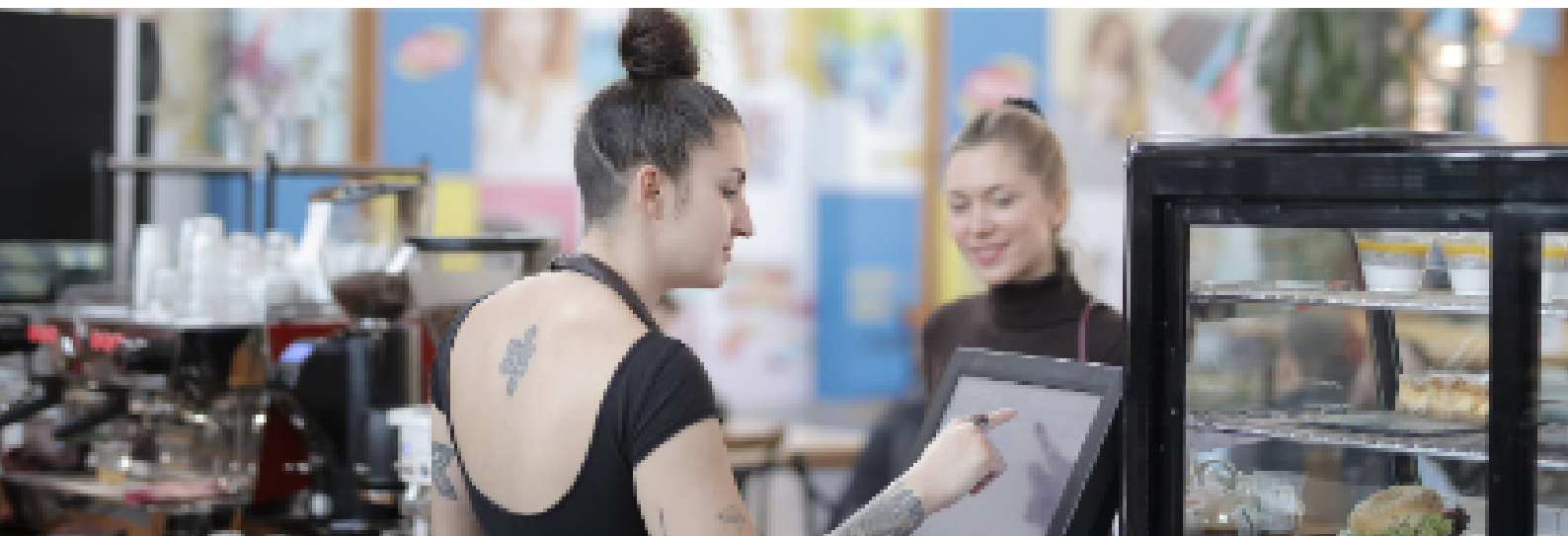
Customer needs and expectations

Interpersonal and teamworking skills

Customer needs and expectations

Responding to customer problems

Customer service legislation



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