

# Steps to Success – Professional Customer Service Skills



**Duration:** 7 hours

**Course level:** Introductory

**Delivery method:** Online

## Introduction

**High quality customer service can make a business stand out from the crowd.**

Stay ahead of the competition with **Steps to Success – Professional Customer Service Skills**. This course provides comprehensive training in all aspects of customer service, from building relationships to addressing customer concerns and solving problems.

This course will help employees refresh and develop their customer service skills to ensure the needs of their customers are being met.

## Who is the course for?

This course is for customer service advisers with limited experience who want to refresh, develop and improve their skills. It is also for people who want to move into customer service. The course is aimed at businesses of all sizes in any sector.

No prior knowledge or experience is needed and there are no formal entry requirements.

**Steps to Success – Professional Customer Service Skills** is an in-depth course which provides an excellent grounding in all aspects of customer service. Shorter eCourses which cover specific aspects of customer care include Caring for your Customers, Putting Customers First and Understanding Customers.

## What will you get from this course?

When you have completed this course, you will be able to:

- describe the skills you need to become a successful customer service adviser
- understand what constitutes a high quality service that ensures customer confidence
- understand your legal responsibilities towards your customers.

## Course features

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You can start the course straight away and use it at any time, as long as you have access to a computer with an internet connection. The course is available for six months from the date first accessed.

Flexible and engaging content shows you how to offer a complete service to customers, including giving the right impression, building relationships and satisfactorily resolving any problems. An optional audio soundtrack illustrates customer service techniques.

Relevant case studies and real life scenarios help you apply the principles to your work place. You can also test new skills with interactive exercises, and print off useful tips for easy reference.

## Course modules

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- Course Introduction
- It's All About Customers
- Lasting Impressions
- Understanding Customers
- Helping Customers
- Keeping Customers
- Solving Problems

## Does the course lead to a formal qualification?

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No, but the course does cover underpinning knowledge required for the Institute of Customer Service (ICS) NVQ Level 2 in Customer Service.

### Other courses you might be interested in

Steps To Success –  
Professional Sales Skills  
Time Management

The Apprentice –  
Selling, Pitching and Presenting

**Course code:** 100733BT001

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future.  
It's in  
our hands.**

