



Customer Service

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

Delivery - A Flexible Approach

Every learner on a course with TSP Learn is assigned a personal tutor who is available to provide support as you work through your chosen course. We provide access to an online learning and assessment system. You can enrol at any time and work through the programmes at your own pace at times that suit you. Typically people complete programmes within 8-12 weeks.

Entry Requirements

There are no minimum academic or vocational qualifications required but a good general standard of education is beneficial and would be advantageous.

Cost

Some regional funding is available for adults aged 19 and over for these programmes. Please complete an application form and we will confirm your eligibility. Our non-funded, commercial prices are provided on our website.

Take The Next Step

For further information and advice on how to start your programme contact us today:

Call: 0118 984 4638 Email: info@tsplearn.co.uk Visit: www.tsplearn.co.uk

What you will learn

- **Unit 1**
Principles of Customer Service and Delivery
- **Unit 2**
Understand Customers
- **Unit 3**
Understand Employer Organisations