

## City & Guilds Diploma in Customer Service Level 2



### In a nutshell

This course is designed for learners in customer service roles, looking to further develop their understanding of customer service strategy.

### This course is for...

- ...people working in industry including call centres, tourism, hospitality and local government
- ...those wishing to enhance their customer service skills
- ...those looking to learn about strategy

### Course content

Learners will develop knowledge and practical skills for effective customer service.

Assessment



# COURSE INFORMATION LEAFLET

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

## Entry Requirements

Learners will need to be employed in an appropriate role to study this diploma.

## Additional information

The course will usually take 60 weeks to complete. After successful completion, learners can go on to study Level 3 Customer Service.

Apply online at [www.coleggwent.ac.uk](http://www.coleggwent.ac.uk)

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