

EDI Level 2 NVQ Certificate in Customer Service

Qualification Overview

This qualification is aimed at individuals who are starting a career in a customer facing role. It is suitable for all age groups: for those thinking of entering employment for the first time; for those who have just started a job, for those who are changing their career path and for those who want recognition of their skills and experience. This qualification gives the foundation to future progression in a range of different roles, which involve customer contact.

Mandatory Units

Communicate using customer service language
Follow the rules to deliver customer service

Optional Units -

Develop customer relationships
Support customer service improvements
Promote continuous improvement
Lead a team to improve customer service
Take details of customer service problems
Resolve customer service problems
Deliver customer service to difficult customers
Monitor and solve customer service problems
Do your job in a customer-friendly way
Deliver reliable customer service
Improve the customer relationship
Maintain a positive customer friendly attitude
Process information about customers
Go the extra mile in customer service
Deal with customers face to face