

Certificate in Principles of Customer Service (Level 2)



Where: Remote learning with Zoom.

When: Tuesdays and Fridays starting 27th February 2024

How Long: 38 sessions

Time: 9:30am-2:30pm

Cost: FREE for unemployed learners

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Become an example of excellent customer service. Learn key work skills for customer service jobs in this training course. Learn skills to work in retail, hospitality or a client-facing role in any other sector. Gain understanding of the principles of customer service for effective interactions with clients. This course builds on your existing understanding of customer service delivery. Learn how to nurture the relationships between enterprises and their customers. Develop your customer service skills to improve customer experience and satisfaction. Expand your toolkit for addressing customer complaints. Learn how to process, store and document customer information safely.



Find out more:

Follow this link [Customer service training course | WEA](#)
call 0300 303 3464 to apply over the phone quoting **Q00013830**,
or scan the QR code at the top of the page to enrol online.

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