

# CERTIFICATE IN PRINCIPLES OF CUSTOMER SERVICE

## NCFE LEVEL 2

This qualification will help you gain the underpinning knowledge that is required to work in a range of sectors within a customer service role. The objectives are to develop your abilities in carrying out customer service tasks, such as how to engage with a range of customers, manage information and support events, and how to apply this new knowledge to your current or future job roles.

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Learn at a time and a place that suits you
- Learn the key Principles of Customer Service and Delivery
- Improve your understanding of how to successfully handle and resolve complaints
- Understand and learn how to develop customer relationships

### To find out more

Call: 0191 427 4651

Email: [info@zenithtraining.org.uk](mailto:info@zenithtraining.org.uk)

Visit: [www.zenithtraining.org.uk](http://www.zenithtraining.org.uk)

19+

Aged 19+ at the beginning of the academic year



Lived in the EU for 3 years



Full funding available