



ILM Level 2 Award in Customer Care



Overview & who should attend:

A nationally recognised qualification specifically tailored for individuals whose job role requires direct customer interface, and where influencing and meeting the needs of customers is particularly important. The course brings tangible benefits to the participants and to their organisation through applying concepts taught at each stage of the course directly to the work environment, and providing opportunities to compare best practice methods and techniques with current practices.

Aim

- To equip participants with the knowledge, understanding and practical skills to become more effective in their current role.
- To provide confidence and competence to progress within a customer focussed environment.

Content

- **Day 1** – Understanding your customers, internal and external. First impressions, their expectations and needs, service standards and creating and using service level agreements.
- **Day 2** – What is quality and how is it measured? When and how to gain feedback from customers. Protecting data and how to store it. Understanding customer relations and customer journey mapping.
- **Day 3** – Understanding the customer experience, how to communicate effectively, telephone and face to face, maintaining customer relationships. Handling complaints and difficult situations.
- **Day 4** – Tutorial and a practical workshop. Practical exercises to bring together the knowledge and skills taught throughout the course.

Assessment

- 1 x assessed piece on communications
- 1 x assessed piece on understanding and meeting customer needs



**Per Delegate cost:
£650 + VAT**

**HELD AT
CHALLENGE TRAINING &
CONFERENCE CENTRE**

**Duration:
4 Days over 2 months**

**7th Nov 2019 14th Nov 2019
28th Nov 2019 12th Dec 2019**



**For further information or to
reserve a place on this course
contact us:**

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