

# LEVEL 2 CUSTOMER SERVICE



highfield  
online training



Good customer service is good for business. Ensure customer service in your business hits the right note with our e-learning. Whether used as part of the training for a level 2 customer service qualification or as a stand-alone training course for staff and managers, learners will understand what is meant by, and how to deliver, good customer service in your organisation.

## Areas covered

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints



## Who is it aimed at?

The course is useful for staff, managers and apprentices working within any business. It may be useful for any learner looking to gain a recognised level 2 qualification in customer service.



## Key details at a glance



**Duration:** 3 – 4 hours



**Assessment:** Multiple-choice questions



**Certificated:** Yes – Highfield Completion Certificate



**Support:** 01302 363277  
support@highfield.co.uk



**Localisation:** EU legislation within a UK context, but suitable for international businesses that trade with the EU and will be subject to the legislation

Try it for free at:  
[www.highfieldonline.com](http://www.highfieldonline.com)



Powered by  
**Highfield**