

Fact Sheet

CUSTOMER SERVICE LEVEL 2



Overview

Excellent customer service is vital to the success of any organisation—whether in business, the public sector, or not-for-profit settings. Providing high-quality service not only builds trust and satisfaction but also drives long-term success. This e-learning course equips learners with the knowledge and skills to understand what great customer service looks like and how to deliver it consistently and confidently. Ideal as a stand-alone training course or as part of a Level 2 Customer Service qualification, it's designed to benefit anyone in a customer-facing role.



Duration:
2 - 3 Hours



Assessment:
Multiple-Choice
Questions



Price:
£25.00



Certificate:
Yes – Highfield
Completion Certificate

Areas covered

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

Who is it aimed at?

This course is designed for anyone in a customer-facing role, regardless of industry or sector. It's ideal for staff, managers, and apprentices who want to strengthen their customer service skills or work towards a recognised Level 2 qualification in customer service.

