



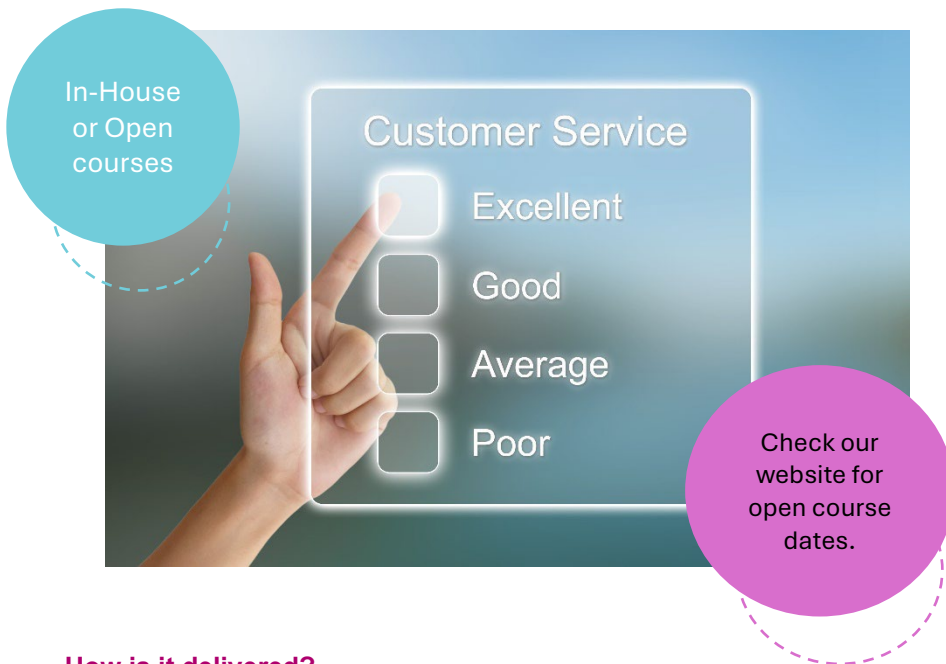
Customer Service Programmes

Award in Customer Service: Principles & Practices SCQF5

Customer Service is a cornerstone for business success in both private and public sectors. The reasons they are important may differ slightly given their unique missions and goals.

For the private sector good customer service encourages customer loyalty, revenue growth, brand reputation and provides you with invaluable feedback as to how your business is performing.

For the public sector it builds public trust, makes services more accessible, provides transparency, efficiency and holds public services accountable by ensuring they respond to citizens' concerns and needs.



TOPICS

Adding the WOW factor to Customer Service

The Importance of Customer Service

Knowledge of the Organisation & Service

Developing Customer Service Skills

Delivering Customer Service

Monitoring & Improving Customer Service

Support for Service Delivery

We have two programmes:

Award in Customer Service - For **Public Sector**

Award in Customer Service - For **Private Sector**

TO GET STARTED

Contact us and we will provide all the information you need:

01463 832173

info@highlandlearningacademy.co.uk

WWW.HLA.SCOT

How is it delivered?

The full programme is accessible on our learning management system so that participants can work through at their own pace. It provides high quality content that makes you think about what you are learning and how to put this into practice. Tutor support is available.

Tailoring and Bespoking

This course and qualification can be tailored to a specific organisation or industry. This means the content is amended to include your own processes, procedures and customer service strategy.

