



# ADULT SKILLS TRAINING AND EMPLOYMENT

# CUSTOMER SERVICE

## Level 1 Award In Principles of Customer Service

This qualification covers the basic knowledge required to deliver reliable customer service through an understanding of customer expectations and needs. It also provides you with the knowledge to deal effectively with customer queries, problems and complaints.

This qualification is a starting point for anyone wanting a career in the customer service sector. Roles could include any job that includes customer service, such as, but not limited to: • Call centre operative • Shop assistant • Hair salon assistant • Bank assistant

For more information

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