

NVQ Customer Service Level 1

This NVQ is ideal for those who are thinking about a career which involves dealing with customers.

Candidates completing this NVQ may wish to progress to further qualifications at Level 1 and 2 in the same and related subject areas, including NVQ in Customer Service Level 2. Candidates may wish to top-up or enhance their training with Level 2 NVQ Advice and Guidance.

The qualification consists of 5 mandatory units:

- Unit 01 Prepare yourself to deliver good customer service
 - Unit 02 Communicate effectively with customers
 - Unit 03 Do your job in a customer-friendly way
 - Unit 04 Provide customer service within the rules
 - Unit 05 Recognise and deal with customer queries, requests and problems
- and 2 optional units from which 1 must be chosen
- Unit 06 Maintain a positive and customer-friendly attitude
 - Unit 07 Adapt your behaviour to make a good customer service impression

To achieve the qualification, candidates need to successfully complete the 5 mandatory units and one optional unit.

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

To be competent at preparing to deliver customer service you need to know and understand:

- what the organisation does
- what services or products the organisation provides
- what the key features of the organisation's services or products are
- what the key benefits of the organisation's services or products are
- what the structure of the organisation is
- what a customer is
- who the organisation's customers are
- what building an organisation's reputation means
- what can damage an organisation's reputation
- what customer service is
- how customer satisfaction depends on customer expectations and service delivery
- how customer service affects the success of the organisation
- the key customer service requirements of the job
- how company procedures contribute to consistent and reliable customer service
- the kinds of information the organisation keeps about its customers