

## Customer Service



**QQI National Award Code**

**Customer Service Level 5 5N0972**  
Minor module - Credit value 15

**Duration**

5 full days face - to face plus 10 hours web based directed learning hours

As part of Total Focus's unique new blended learning approach you the learner have the opportunity to access additional information from our website. During this training programme you will be asked to complete directed learning for approx 2 hours prior to each of the face-to-face training days.

This will consist of presentations, videos, questionnaires, quizzes, additional written information and articles providing a source of material for the next face-to-face training day

Please ensure that you have access to the internet and are able to download material for this directed learning as part of the next face - to - face training day is based on this material

You are expected to engage in self learning hours outside the course

You are also encouraged to form a support group with your colleagues meeting either in person or by telephone / Skype between the classes

<b>Overall aims of Customer Service</b>	<p>This programme is designed to enable you to gain an understanding of excellent customer service and the impact these best practices have for your customers and clients. We also explore the positive effect excellent customer care has internally for an organisation. This gives you an in-depth understanding of the knowledge, skills and competencies necessary for excellent customer service.</p>
<b>What is Customer service?</b>	<p>As customer service is a front line service; its importance is vital to any organisation.</p> <p>"Customer service is a series of activities designed to enhance the level of customer satisfaction - that is, the feeling that a product or service has met the customer expectation." <i>Turban et al.2002</i></p>
<b>Who should attend?</b>	<p>Customer Service training is suitable for those already working in organisations in both the public and private sector including office based organisations, retail, the hospitality industry and all team members working in customer service.</p> <p>Even those who do not deal directly with the public have an element of customer service either dealing with another department or internal clients.</p> <p>The training programme is highly interactive and learners are invited to share their own knowledge and skills in a supported yet motivated environment helping to built learners confidence levels. On completion you will have the necessary competencies to be confident in the role of providing customer service.</p>
<b>What will I learn?</b>	<ul style="list-style-type: none"> <li>• Access the knowledge, skills and competencies you need for customer service</li> <li>• Study &amp; understand the key competencies, concepts, features and best practice of customer service</li> <li>• The importance of organisational communications in customer service</li> <li>• Understand legislation and customer service</li> <li>• Recognise and develop personal attributes that enhance excellent customer service including active listening skills, positive body language and good practices for interaction with customers and clients</li> <li>• Working as part of a team delivering excellent customer service - knowing your role and responsibilities</li> <li>• Develop you own competencies in handling correspondence with customers / clients both in writing and electronically including orders, invoices, payments, and other correspondence</li> <li>• Recognise and learn how to handle difficult / irate customers</li> </ul> <p>Plus lots more...</p>

<b>To achieve your QQI Certificate in Customer Service</b>	<p>You must successfully complete the following</p> <ul style="list-style-type: none"> <li>• 80% attendance</li> <li>• Satisfactory completion and grade of FETAC assignments</li> </ul> <p>Including: Portfolio / Collection of work 50% Skills Demonstration 50%</p>
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#### Face to face hours

Dates	Times	Where
Monday 10 <sup>th</sup> September 2018	9.00am - 5.00pm	<b>Mounttown Community Centre, Meadowlands Fitzgerald Park, Lower Mounttown Road, Dun-Laoghaire, Co Dublin As above</b>
Monday 17 <sup>th</sup> September 2018	9.00am - 5.00pm	As above
Monday 24 <sup>th</sup> September 2018	9.00am - 5.00pm	As above
Monday 01 <sup>st</sup> October 2018	9.00am - 5.00pm	As above
Monday 08 <sup>th</sup> October 2018	9.00am - 5.00pm	As above

#### Web based hours

There are 15 hours which are web based that must also be completed

Some of these hours are pre-commencement of the course & other takes place during the five weeks of training

<b>This QQI module meets the requirements of the following QQI major modules</b>	<p>In excess of 40 Level 5 major modules including:</p> <p>5M2102 (Level 5 Major Module) Business Studies</p> <p>5M2069 (Level 5 Major Module) Marketing</p> <p>5M2105 (Level 5 Major Module) Retail Practice</p>
<b>Your investment</b>	<p><b>€350.00</b> per person which includes all necessary QQI award fees</p> <p>Payment is made by forwarding a cheque or postal order to Total Focus Suite 2179, 26 Upper Pembroke St, Dublin 2</p>
<b>'In-house' training</b>	<p>Please note that this programme can be delivered 'in house' and tailored to the needs of your organisation. Contact Total Focus for a quotation</p>