



Customer Service (level 3)
A total of 7 units to be achieved
A City & Guilds Professional NVQ Qualification

Both of these two Mandatory Units:-

- 301 Understand customer service to improve service delivery
- 302 Know the rules to follow when developing customer service

Optional Units

Select one from this group

- 205 Make customer service personal
- 206 Go the extra mile in customer service
- 207 Deal with customers in writing or using ICT
- 303 Use customer service as a competitive tool
- 304 Organise the promotion of services or products to customers

Select one from this group

- 211 Deliver customer service on your customers' premises
- 212 Recognise diversity when delivering customer service
- 305 Deliver customer service using service partnerships
- 306 Organise the delivery of reliable customer service
- 307 Improve the customer relationship

Select one from this group

- 308 Monitor and solve the customer service problems
- 309 Apply risk assessment to customer service
- 310 Process customer service complaints

Select one from this group

- 311 Work with others to improve customer service
- 312 Promote continuous improvement in customer service
- 313 Develop your own and others' customer service skills
- 314 Lead a team to improve customer service
- 315 Gather analyse and interpret customer feedback

Select **two** further units from any of the **optional** units listed above



This is the hospitality industry's professional qualification any member of staff responsible for supervising customer service in their organisation and contributing to the development and implementation of the customer service policy.

This qualification is suitable for those already in employment as well as those wishing to enter the hospitality, leisure or retail sectors.

It is suitable for anyone involved in dealing with customers or clients in any hospitality, catering, residential or leisure outlet who is in a supervisory role or has authority to take decisions relating to customer service



This qualification is certificated by City & Guilds.
HIT Training Ltd are approved to deliver this NVQ.
QCA number: 100/606/37 City & Guilds Reference: 7698-21



For more information about this qualification, or using NVQs in your organisation, contact us on freephone 0800 093 5892, or email us at info@hittraining.co.uk, or visit our website at www.hittraining.co.uk