

### **What is Customer Service?**

Everyone in business has to deal with customers. It may be face to face, on the telephone, by letter or internet. At all times it is important to give the customer confidence in you and the company and make sure they enjoy the experience of dealing with you. 'Front line' staff that deal with customers need specialist skills to ensure customers are happy and return with more business. Many companies employ staff to provide 'customer service' at help desks or at 'call centres' but everyone who works with the public will benefit from customer service skills.

### **What qualities will I need?**

You will need to like working with people and helping them. You will develop confidence in speaking to strangers and dealing with difficulties.

### **What will I need to wear?**

The way that you are dressed will help give customers confidence in you. You may be required to wear a uniform if you have a placement.

### **What range of courses are available?**

The TVC has available two courses:

**Level 2** will qualify you to work in customer service

**Level 3** will qualify you for a supervisory job once you have gained further experience

### **What opportunities will this course open for me?**

Customer Care students will find many opportunities for employment in the Retail Industry in sales or Customer Service desks. Hotel and Catering Industries will employ many at Information or Reception Desks. Most employment will be with training and may involve an apprenticeship.