

Customer Service - FETAC Level 5

Overview

This course has been developed to enable learners to deliver quality Customer Service in any industry. This course provides participants with the skills and understanding of the attitude and professionalism needed to deal with customer complaints and queries, both face to face and by telephone. The course will provide learners with a comprehensive understanding of the role and responsibilities of a representative of an organisation and how to work effectively as part of a team.

Benefits:

- A clear understanding of the role of Customer Service in organizational effectiveness
- Improved Communication Skills, both verbal and non-verbal, in order to meet customer needs, handle customer complaints and deliver good customer care
- Become familiar with consumer protection legislation and identify the means by which quality service is measured such as Q mark and ISO
- Develop the skills to implement an excellent Customer Service Policy
- Be familiar with all methods of transmitting information both internally and externally
- Appreciate the rights of all customers regardless of gender, marital status, family status, sexual orientation, religion, age, disability, race or culture
- FETAC Level 5 Customer Service is a mandatory module for Major Certification in Tourism as well as an elective module for a range of major certificate awards including Business, Retail, Reception and Administration.

Course Content:

- Customer Focus
- Customer Contact Skills
- Quality Service, Policy and Practice
- Dealing with Difference
- Consumer Legislation

Accreditation

Upon successful completion participants will receive a Fetac Level 5 certificate in Customer Service

To book a place on this course, call our booking line on +353 (046) 9249618 or e-mail info@midasgroup.ie or book online