



Aged 19+



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# Customer Service

In order to have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price but bad customer service. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

## What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations

## Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

**For further information  
contact Sue Cole:**

**T** 07526 178 715

**E** [susan.cole@bmet.ac.uk](mailto:susan.cole@bmet.ac.uk)

**W** [bmet.ac.uk](http://bmet.ac.uk)