

CUSTOMER SERVICE SPECIALIST

The main purpose of a customer service specialist is to be a 'professional' for direct customer support within all sectors and organisation types. You are an advocate of Customer Service who acts as a referral point for dealing with more complex or technical customer requests, complaints, and queries. You are often an escalation point for complicated or ongoing customer problems. As an expert in your organisation's products and/or services, you share knowledge with your wider team and colleagues. You gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out your role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for existing employees who are looking to retrain or upskill.

The programme in brief

- Level 3
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviours relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment

Call: **01388 777 129**

Email: **training@learningcurvegroup.co.uk**

Visit: **www.learningcurvegroup.co.uk**

The learner journey

1. 24 months on-programme – This is when you will learn the skills, knowledge and behaviours which will then support you in the End-Point Assessment. You could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits, in order to support your learning and development. You must also partake in 20% off-job training.

2. Gateway – After the 18 months teaching and learning, you, your training provider and Bellway will review your learning journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when you will need to demonstrate you have learnt the required knowledge, skills and behaviours, through a scenario-based knowledge test and a discussion based on an evidence-based portfolio.

How will you learn?

We want to help you get the most from your training programme. Therefore, we will provide you with the support and guidance you need through a mixture of face-to-face and online learning. You will have a dedicated Talent Coach who is there to guide you through the training programme. As well as your Talent Coach, you have unlimited access to learning and support materials online. All of this will help you to meet the standards set, resulting in you becoming competent and fully qualified.

What your employees will learn

Knowledge:

Understand what continuous improvement means in a service environment and how your recommendations for change impact your organisation: Business Knowledge and Understanding; Customer Journey knowledge; Knowing your customers and their needs/ Customer Insight; Customer service culture and environment awareness;

Skills:

Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice; Resolve complex issues by being able to choose from and successfully apply a wide range of approaches; Find solutions that meet your organisations needs as well as the customer requirements.

Behaviours:

Proactively keep your service, industry and best practice knowledge and skills up-to-date; Personally commit to and take ownership for actions to resolve customer issues to the satisfaction of the customer and your organisation; Team working; Equality; Presentation;

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