HBTC
Hull | Grimsby | Scunthorpe

CUSTOMER SERVICE PRACTITIONER

Welcome to the exciting world of customer service! As a customer service practitioner, your main goal will be to ensure that your organisation's customers receive a top-notch service. Whether you're interacting with customers in person, online, or through other means, your actions will directly impact their experience and satisfaction. To excel in this role, you'll need to showcase excellent customer service skills, have a deep understanding of your products and services, and constantly seek to improve your knowledge, skills, and behaviours. Through hands-on learning, you'll gain valuable real-world experience that will help shape your career in customer service. Get ready to make a positive impact and deliver exceptional service!

What will I learn?

- Customer experience
- Product and service knowledge
- Influencing skills
- Interpersonal skills
- Communications
- Regulations and legislation
- Organisation
- Euqality
- Being open to feedback
- Presentation
- Systems and resources

The apprenticeship will typically take between 14 months to complete.

This apprenticeship standard is at Level 2.

Completion of this apprenticeship will lead to eligibility to join the Institute of Customer Service at Professional level.

GET IN TOUCH

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