



Customer Service Practitioner

A Customer Service Practitioner is responsible for providing high quality products and services to customers and clients through exceptional customer service. This may be physically within the place of work, or digitally through online channels. Depending on the organisation and role, this may include a one-off interaction or repeat business. Our programme is tailored specifically to the requirements of the business and the role, therefore ensuring the skills, knowledge and behaviours are reflective of the day-to-day functions, with best practice at the forefront.

A Customer Service Practitioner will directly and indirectly influence the customer experience and their satisfaction with the wider context of the organisation. Our programme ensures learners are able to demonstrate excellent customer service skills, whilst also developing key knowledge, understanding and application of the products and/or services when interacting with prospective customers. As a representative of the company, our programme prepares individuals to conduct themselves with an exceptional professional approach, whilst ensuring working practices and operations meet the organisations' service standards and business strategy. Where necessary and appropriate, this may also include adhering to appropriate regulatory requirements. Dependent upon the role, effective customer service may include a wide array of situations and circumstances and can include; face-to-face, telephone, post, email, text and social media.

Programme Benefits and Outcomes

Your Customer Service Practitioner will be able to;

- Develop a range of technical proficiencies, including but not limited to – processing orders, taking payments, offering advice, guidance and support, meeting and greeting customers, effective sales techniques, dealing with problems, queries and complaints, product and service aftercare, customer satisfaction.
- Understand how the skills fit your business and customer needs and implement these effectively
- Provide exceptional customer service

Nationally and Industry Recognised Qualifications

Alongside the programme, your employees will gain a Professionally recognised qualification to support their development, supporting your organisation in developed a high-skilled workforce.

Continuation Courses for your Employees

TEAM LEADING AND MANAGEMENT

Once proficient in role, with the skills, knowledge, behaviours and experience needed to thrive, our tailored pathway courses support your organisation to progress employees into leadership roles, taking on supervisory, team leading and line management responsibilities. We do this successfully through tailoring our programmes to the specific needs of your employees' leadership development, alongside the detailed requirements of your business.

Successful completion of the Customer Service Practitioner programme can lead onto;

TEAM LEADING LEVEL 3

TEAM LEADING LEVEL 5

OPERATIONS MANAGER LEVEL 5

These have lead employees progressing into the following roles:

Customer Service Specialist, Customer Service Manager, Branch Manager, Store Manager, Operations Manager

Programme Support and Additional Services

Our programmes are developed to support your business needs in developing the talent, skills and knowledge needed to help your business grow and succeed. Our Customer Service Practitioner course also includes the following components;

12 months programme duration

supported through industry recognised qualification

Dedicated Account Manager

monthly meetings to satisfy all your questions, feedback and communication needs

Personalised coach, tutor and assessor

weekly contact for your employees 20% off the job training (face-to-face, virtual and telephone)

Training Costs

Levy businesses can use their contributions to pay for this training. The costs and will be £3,500.

If you are not a levy paying business there may not be a cost for this training. If the employee on this programme is under 19 and your business has less than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training which would be £175.

Contact us

With Academies throughout the UK, get in touch today to find out how your employees can begin their journey, and how we can support your organisation with your workforce education and training

 01159 580 400

 info@revelationacademy.co.uk

 www.revelationacademy.co.uk

Revelation Academy Limited, St Peters Chambers,
Bank Place, Nottingham, NG1 2JJ



REVELATION
ACADEMY