



Course details

Course title

Professional development: Customer Service Skills

Course code

Q00015551

Course date

Start: 13/01/25

End: 10/02/25

Number of classes

5 sessions

Timetable

Mon 13th Jan, 11:45 to 13:45

Mon 20th Jan, 11:45 to 13:45

Mon 27th Jan, 11:45 to 13:45

Mon 3rd Feb, 11:45 to 13:45

Mon 10th Feb, 11:45 to 13:45

Tutor

Marlene Clarke-Davis

Fee range

Free to £42.00

How you'll learn

You'll join a small group of fellow learners for classes online in video meetings and materials will be provided in our virtual learning environment.

Got it!

Online

Venue

Online

Level of study

Beginners

Course overview

The course is aimed at anyone who would like to broaden their knowledge on customer service skills. Ever wondered what is customer service and how to access opportunities to work in this sector? This course will support you to develop your knowledge of the variety of organisations that offer customer service roles. Learn about the roles and responsibilities available to you and the skills needed. This course may lead to further training, accredited qualifications, work experience, volunteering or employment. This course is funded by the West Midlands Combined Authority.

Course description

The course will be focused on customer service skills. It will cover aspects of working in a customer service environment, how to communicate with customers and colleagues, principles of personal performance and working with others in a business environment. Identify what is meant by customer service and state how to identify customer needs and expectations. Describe 5 methods of communicating with customers and when it is appropriate to use them. List 2 types of information needed to communicate effectively with customers and colleagues. State the purpose and benefits of personal development at work. Describe 2 principles of working in a business environment and state 5 ways of effectively working with others. You will need your own personal email address so that you are able to log in to the WEA digital learning platform: WEA Canvas. You will need basic digital skills, to be able to understand how to follow URL links to pages on the internet.

What financial support is available?

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

Source URL: <https://www.wea.org.uk/courses/skills-work/other-sectors/13-january-professional-development-customer-service-skills>