

Customer Service Practitioner

Level: 2

Duration: 15 months

Customer Service Practitioners provide quality customer service for businesses and other organisations via in-person, telephone, or digital communication.

Apprenticeship overview

Core skills, knowledge and behaviours you will learn

- To understand who your customers are and their different needs and priorities
- The purpose of the business and what 'brand promise' means
- Your organisation's core values and how they link to the service culture
- The internal policies and procedures, including any complaints processes and digital media policies that are relevant to you and your organisation
- The appropriate legislation and regulatory requirements that affect your business
- How to use systems, equipment and technology to meet the needs of your customers

Where you might work

- In organisations of varying sizes
- Out and about in customer localities
- Remotely - using digital communication

Typical job roles

- Customer Service Practitioner



Good to know

Work is varied and requires a high level of organisational skill

Good people skills are essential

Work could be office-based, remote or involve travelling to customers



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