

Customer Service S/NVQ Framework at Level 2

The qualification structure in Customer Service S/NVQ Level 2 comprises mandatory and optional units as follows:

7 units: 2 Mandatory Units and 5 Optional Units (the 5 Optional Units must include at least one Unit from each Theme)

2 Mandatory Units - Theme: Customer Service Foundations

1	Prepare yourself to deliver good customer service
5	Provide customer service within the rules

Plus 5 Optional Units from:

Theme – Impression and Image	
9	Give customers a positive impression of yourself and your organisation
10	Promote additional services or products to customers
11	Process customer service information
12	Live up to the customer service promise
13	Make customer service personal
14	Go the extra mile in customer service
15	Deal with customers in writing or using ICT
16	Deal with customers face to face
17	Deal with customers by telephone
Theme – Delivery	
21	Deliver reliable customer service
22	Deliver customer service on your customer's premises
23	Recognise diversity when delivering customer service
Theme – Handling Problems	
6	Recognise and deal with customer queries, requests and problems
31	Resolve customer service problems
Theme – Development and Improvement	
36	Develop customer relationships
37	Support customer service improvements
38	Develop personal performance through delivering customer service