


# Customer Service Practitioner Apprenticeship



## Great service makes good business

First class customer service is one of the critical competitive advantages for any business.

Successful organisations who invest in the development of their frontline service staff equip them to deliver the best customer experience possible. Customers receiving the best experience keep on coming back.

Cidori's Customer Service Practitioner Apprenticeship is designed to support and develop customer services teams in any industry or sector.

# What do we offer?

The Customer Service Practitioner Apprenticeship from Cidori will provide your customer services team with a thorough understanding of the key skills and abilities they need to:

- deliver effective, high quality customer service
- progress in a wide range of roles supporting customers before, during and after purchase

# How does it work?

Our training framework is flexible and tailored to your business needs. From principles and concepts through to practical implementation, your team will learn how to engage with customers and build rapport. They'll be able to recognise and respond to individual needs, in order to provide a personalised customer service experience.

Upon completion, learners will be able to demonstrate a wide range of skills and knowledge including:

- understanding the needs and expectations of customers
- understanding your organisation
- meeting regulations and legislation within a customer service environment
- dealing with conflict and challenge
- communication skills in customer or non-customer facing roles

Customer Service Practitioner is a key part of our workforce development programme, developed and delivered in partnership with the No.1 College in England - RoATP accredited, Ofsted 'Outstanding', Gateshead College.

For more information, please contact:

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