

Customer Service Practitioner Apprenticeship

Successful organisations meet and exceed customer expectations by delivering high quality products and services.

Customer service matters wherever customer interaction happens – the role of a customer service practitioner is vital in delivering services and products that keep your customers coming back.

This Level 2 Apprenticeship standard will provide your customer services team with a thorough understanding of what they need to deliver effective customer service.

It will equip your team to engage with customers in a positive manner, working with customers to build rapport and recognise and respond to individual needs in order to provide a personalised customer service experience.



These are just some of the specific areas that the apprenticeship program will address:

- 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

Find out more...

Our training framework is flexible and tailored to your business needs. Click [here](#) to see what our clients have to say about a Cidori bespoke apprenticeship program.

Customer Service Practitioner is a key part of our workforce development programme, developed and delivered in partnership with **Barnet Southgate College** - RoATP accredited learning and skills provider.

To discuss how Cidori can help your business improve, transform your learning and increase opportunities to become stronger and more competitive please call **David on +44 (0)1788 851230; 07930 493038** or email dmurfitt@cidori.co.uk