

# Customer Service

## Pearson BTEC Level 1 Certificate



### Customer Service

The Customer Service BTEC is suitable for those currently working in customer service and who wish to gain recognition of their competence in a variety of service activities. The qualifications can help improve career development opportunities and can be gained on the job.

### Entry Requirements

Learners need to be working within a realistic customer service environment and have achieved a minimum of level one literacy.

### Career Opportunities on Release

This qualification will support your job application for customer-facing roles such as Customer Service Assistant, Call Centre Operative, Customer Service Supervisor or Manager in a wide range of industry sectors which include retail, sales and catering.

### Qualification Requirements

To complete this qualification, learners must complete mandatory units which cover:

- Understanding working in a Customer Service environment
- Communication in Customer Service
- The principles of personal performance and development
- The principles of working in a business environment
- Working with others in a business environment

Learners must also achieve a minimum of 4 optional units which may include:

- Recording details of Customer Service problems
- Dealing with customer queries, requests and problems
- Managing time and workload
- Health and safety procedures in the workplace

There are a variety of optional units to suit your role. A BTEC Level 1 can be achieved in 12 weeks in your workplace.

**For further information, please contact Sarah O'Mahoney on 01656 656443 or e-mail [somahoney@n-ergygroup.com](mailto:somahoney@n-ergygroup.com)**