

Level 2 Customer Service Practitioner Apprenticeship

Based on Tack TMI's global service delivery programme "*Putting People First*"

- Engage everyone to take ownership of the team and organisational commitment to the customer experience.
- Improve service internally as well as externally to be an organisation that is compelling to work for and easy to do business with.
- Build individual's confidence so that they are ready to take responsibility.

Shaping a customer-centric culture in an organisation can be an exciting and highly challenging undertaking. Exciting, because it can take you on a unique and rewarding journey offering rich experiences, invaluable insights, and stunning outcomes. And challenging, because – like any change management initiative – there will be hurdles to overcome along the way.

To successfully navigate this journey, it is critical that the approach taken is based on sound frameworks and processes. Tack TMI's "Putting People First" framework has inspired our Customer Service Practitioner programme helping you to identify appropriate courses of action that will minimise the risks you take and maximise your chances of becoming a successful customer-centric organisation.



Apprenticeship Level 2

Duration: 13 months + 3 months EPA

Funding Band £3,500

Suitable for:

- ✓ Anyone with internal and/or external customer interaction in their role
- ✓ Colleagues with aspirations to work within a customer focused role

Delegates will leave this programme able to.

- Use a range of questioning skills, including listening, and responding in a way that builds rapport, determines customer needs and expectations, and achieves positive engagement and delivery.
- Use appropriate verbal and non-verbal communication skills, along with summarising language during face-to-face communications; and/or
- Use appropriate communication skills, along with reinforcement techniques (to confirm understanding) during non-facing customer interactions.
- Use an appropriate 'tone of voice' in all communications, including written and digital, that reflect the organisation's brand.
- Provide clear explanations and offer options to help customers make choices that are mutually beneficial to both the customer and your organisation.
- Be able to organise yourself, prioritise your own workload/activity and work to meet deadlines.
- Demonstrate patience and calmness.
- Show you understand the customer's point of view.
- Use appropriate signposting or resolution to meet your customers' needs and manage expectations.