



QQI Customer Service
5N0972

Course Information

2019 - 2020

@ training@lirbusinesscentre.com

(044) 93 42754

www lirbusinesscentre.com

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Centre

Programme Objectives

QQI Customer Service 5N0972

To equip the learner with the knowledge, skill, competence and attitude required to provide excellent customer service and customer satisfaction in the workplace, to manage internal and external communications effectively using the most appropriate channels, ensuring they are timely, co-ordinated, coherent, customer focused and reflective of the company vision.

Entry: Leaving Certificate, QQI Level 5 Certificate or equivalent life/work experiences.

Learning Outcomes

1. Examine the principles of customer service within a range of environments.
2. Identify the key features of a good customer service, to include distinguishing between different kinds of customers, making a good first impression, meeting customer needs, catering for diversity and disability, understanding and responding to customer perceptions.
3. Explain the standards of rating system by which customer service is developed and measured in an industry-specific area.
4. Identify, for a vocationally-specific area, key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation and redress.
5. Explain how customer service enhances organizational effectiveness and success, to include practical examples of organisations with good customer care.
6. Describe how customer perceptions can be influenced, to include elements such as the physical environment, printed materials, the personal presentation and conduct of a customer contact person.
7. Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviour
8. Use appropriate communication technologies to include, telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations.
9. Use written and verbal skills to include appropriate style, language and tone.
10. Handle a range of correspondence and records providing a service to the customers, to include orders, invoices, payments, and correspondence made both in writing and electronically.
11. Respond to customer complaints and compliments in accordance with organizational policy.
12. Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments.
13. Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strengths and weaknesses when dealing with customers

Assessment

Portfolio / Collection of Work 50% and Skills Demonstrations 50%

Duration

5 x Workshops (1 day per week) or 8 x Evening Classes plus self-directed learning with support through Lir

Fees & Payment Options

- Course fee: on website 1) Payment in full, or 2) Flexi-payments/Funding, or 3) In-Company - separate quote
- You may qualify for funding by contacting your local Intreo/DSP Office.

Learner Progression

Learners who successfully complete this course may use the associated credits towards a Major Award.