StaffCPD | Affordable CPD for All

Customer Service Training

CPD Certificate • Accredited by UK Versity and The CPD Certification Service

COURSE TYPE	DURATION	ASSESSMENT	STUDY MODE	ACCREDITED BY
CPD Certificate	3–4 Hours	Online assessment	Online / Self-paced	UK Versity & CPD Certification Service

COURSE OVERVIEW

Customer Service Training is designed to help employees develop the communication, interpersonal and problem-solving skills needed to deliver professional customer experiences across different workplace environments. The course focuses on improving customer interactions, managing complaints effectively, building rapport and maintaining high service standards. Learners will understand the importance of customer satisfaction, communication techniques, emotional intelligence, handling difficult situations and following organisational procedures when dealing with customers. The training also explores the impact of positive customer experiences on business reputation, customer retention and workplace success.

WHAT YOU WILL LEARN

- Understanding the importance of customer service
- Creating positive first impressions
- Effective verbal and written communication skills
- Active listening and questioning techniques
- Building rapport and customer confidence
- Understanding customer expectations and needs
- Handling complaints and difficult situations professionally
- Managing dissatisfied or challenging customers
- Problem-solving and conflict resolution skills
- Understanding company policies and customer procedures
- Equality, diversity and professional conduct in customer service
- Responding to customer feedback and improving service quality

ENTRY REQUIREMENTS

- No formal qualifications are required.
- Suitable for beginners and existing customer-facing staff.
- Basic English reading and communication skills recommended.
- Suitable for employees across all industries and sectors.
- Ideal for induction, refresher or professional development training.

CAREER AND PROGRESSION

Strong customer service skills are highly valued across nearly every industry and play a major role in customer satisfaction, business reputation and career progression. Completing this course helps learners improve confidence when interacting with customers and develop practical workplace communication skills. This training is beneficial for roles in retail, hospitality, healthcare, administration, reception, customer support, sales, education and call centre environments. It also supports progression into supervisory, team leader and management positions where customer relationship management is important. Organisations also use customer service training to improve staff performance, customer satisfaction and overall service quality.

ASSESSMENT & ACCREDITATION

The course is assessed through online knowledge checks and a final assessment completed at the end of the training. Learners must successfully complete the assessment to receive their CPD certificate, accredited by UK Versity and The CPD Certification Service. The assessment evaluates understanding of communication techniques, customer service principles, complaint handling and professional customer interaction skills. On successful completion you receive a certificate you can verify at staffcpd.com/verify-your-certificate.

Course Fee: £35

100% online | Instant access on purchase | 12 months' access

BUY NOW
staffcpd.com

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