



cqm training & consultancy



Customer Service Specialist

Customer Service Specialists deal with customer queries, purchases and complaints, directly influencing how an organisation is perceived. As an expert in their organisation's products and/or services, they share knowledge with their wider team and colleagues. They gather and analyse data and customer information that influences change and improvements in service. Utilising both organisational and generic IT systems to carry out their role with an awareness of other digital technologies. This could be in many types of environment including contact centres, retail, webchat, service industry or any customer service point.

A professional for direct customer support within all sectors and organisations

This apprenticeship is perfect for those who are advocates of Customer Service and who act as a referral point for dealing with more complex or technical customer requests, complaints, and queries. Customer Service Specialists are often an escalation point for complicated or ongoing customer problems.

Customer Service Specialists will gain the skills, knowledge and behaviours to:

- Consistently offer business focused service delivery by demonstrating a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice
- Provide a positive customer experience through advanced questioning, listening and summarising negotiate mutually beneficial outcomes
- Understand the customer journey and critically evaluate the possible journeys of your customers, including challenges and the end-to-end experience
- Work with customers to improve the customer experience
- Provide service improvement through analysing the end to end service experience, seeking input from others where required and supporting the development of solutions
- Have a keen understanding of customer service culture and environment awareness by keeping current, knowledge and understanding of regulatory considerations, drivers and impacts in relation to how you deliver for customers

Level of Delivery:
L3

Funding Band:
£4000

Optional Qualification:
N/A

Minimum Entry Requirements:
English GCSE D (3) / FS Level 1
Maths GCSE D (3) / FS Level 1

Programme Duration:
12-15 months

Route:
Apprenticeship Standard

Delivery Location:
Blended onsite and online instructor led

Sectors:
Pan Sector

End Point Assessment:
Practical observation with Q&As, work-based project supported by an interview, professional discussion supported by portfolio of evidence.



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Value Added Delivery

Measurable Impact: Each project will be defined, qualified and approved within a Profit Improvement Plan (PIP), agreed with you in advance. The PIP is a great management tool and clearly demonstrates the progress of each project using DMAIC and a RAG rating.

Mentors: We can help identify, and advise on a suitable Mentor within your organisation. We are able to provide coaching to the nominated Mentor so that they fully understand their role and what will be required of them, but also understand the guidelines within which they operate and to whom they report.

Company Values: CQM T&C are experienced at mapping company values into the delivery of an apprenticeship programme, and completely understand the importance of doing so, to ensure the programme instils the right behaviours and culture on-site.

Typical outcomes for a Customer Service Specialist

- Greater responsibility, personally committing to and taking ownership for actions to resolve customer issues to the satisfaction of the customer and your organisation
- Enhanced team working, effectively collaborating with colleagues at all levels to achieve results
- Developed awareness of equality being able to adopt a positive and enthusiastic attitude whilst remaining open minded and able to tailor your service to each customer
- Present themselves appropriately being an advocate for the company's brand, values and belief when dealing with customer requests to build trust, credibility and satisfaction
- Proactive approach to self-development, keeping their service, industry and best practice knowledge up to date.

Contact us today for more information

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