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BTEC CUSTOMER SERVICE WORKBOOKS

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The Pearson BTEC Level 2 Diploma in Customer Service is for learners who work in, or who want to work in customer service in roles such as Customer Service Advisor, Customer Service Operator, Call Centre Advisor, Help Desk Operative and Service Agent. It gives learners the opportunity to: develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job ...

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173538 BTEC First Award_U4.indd 116-117 21/12/12 7:42 PM. 119 Principles of customer service UNIT 4 118 Customer service Key terms Customer service: the ways in which a business meets customer expectations and satisfies their needs Customer service teamwork: the network of staff in an organisation who deliver customer service, including individuals, departments and other businesses Face?to ...

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