

# Customer Service Practitioner

## Level 2 Apprenticeship Standard



**Mantra's Customer Service Practitioner Programme can be used to either raise the skill levels of existing staff or train newly recruited employees.**

The programme involves a blend of classroom theory sessions and practical training to teach;

- Customer service principles and practices - internal and external customers, needs and priorities, targets and goals and 'right first time' principle
- Business principles and practices - brand promise, core values, complaints process, internal policies and legislation and regulatory requirements
- Customer service skills - building rapport, conflict management, influencing and reinforcement techniques
- Communications - interpersonal, tone of voice and verbal and non-verbal communications
- Presentation - dressing appropriately and using positive and confident language
- Using customer service tools and resources - those used to meet customer needs and measure, monitor and evaluate customer service levels

**The programme teaches the skills, knowledge and behaviours required to become a highly effective customer service advisor and help drive your business forward.**

**Key features of the funded 13-months programme;**

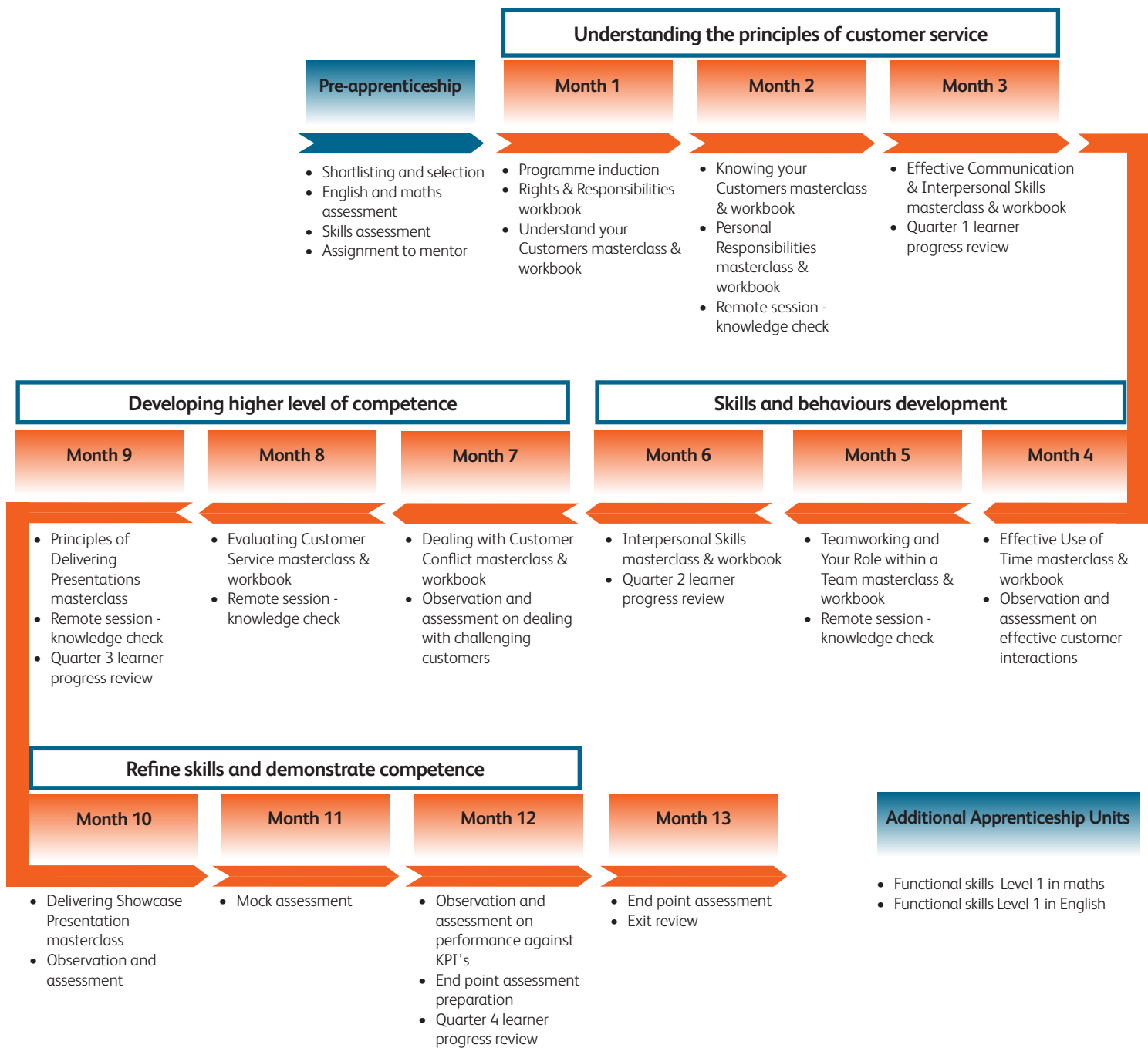
- 11 masterclasses - providing underpinning knowledge and embedding practical skills
- 10 informative knowledge workbooks - promoting latest industry best practices
- Shadowing and mentor training - to embed company specific procedures
- Quarterly learner progress reviews - tutor, mentor and learner discuss progress and set targets
- Observations and assessments - to ensure the learner is putting the taught skills and knowledge into practice. Providing feedback to improve performance.
- English and maths functional skills training
- Mock assessment - ensure the learner's End point assessment readiness
- End point assessment - practical observation, showcase and professional discussion

**Mantra Learning is an accredited provider of  
The National Logistics Academy**

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## Programme Outline

Prepare your staff to deliver first class customer service - distinguishing your organisation from its competitors.



I was apprehensive about the course, I thought it would be too challenging....role play....not relevant to me.

Now, I'm really pleased I attended....interactive – engaging activities.... sharing of ideas...forward thinking.

Mike Fallon, Timpsons

**TIMPSON**  
Great Service by Great People