





Type: Certification

Level: Foundational

Time: Hours

Cost: Paid

[Additional Details](#)

Level 1 Award in Customer Service (8992-11)

Issued by [City & Guilds](#)

This individual has successfully achieved all the requirements for the Level 1 Award in Customer Service (8992-11) by completing the following unit - The Principles of Customer Service.






Demonstrated Skills

Communication

Customer Service

Problem Solving

Earning Criteria

-  This individual has stated how to deliver good customer service
-  This individual has stated different communication methods
-  This individual has stated how to provide good customer service in line with organisational procedures
-  This individual has stated how to effectively deal with customer queries, problems and complaints.
-  This individual has been assessed by an externally set and marked test. The question paper took the form of a series of short answer questions and scenario-based tasks in which it is assumed that the individual is dealing with customer queries and problems.





Licenses & Certifications

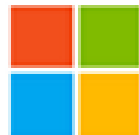


SharePoint Document Manager

Cardiff Metropolitan University

Issued Nov 2018 · No Expiration Date

[See credential](#)



MTA: Introduction to Programming Using HTML and CSS - Certified 2017

Microsoft

Issued Dec 2017 · No Expiration Date

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4 badges

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Photoshop Image Editor - Foundation

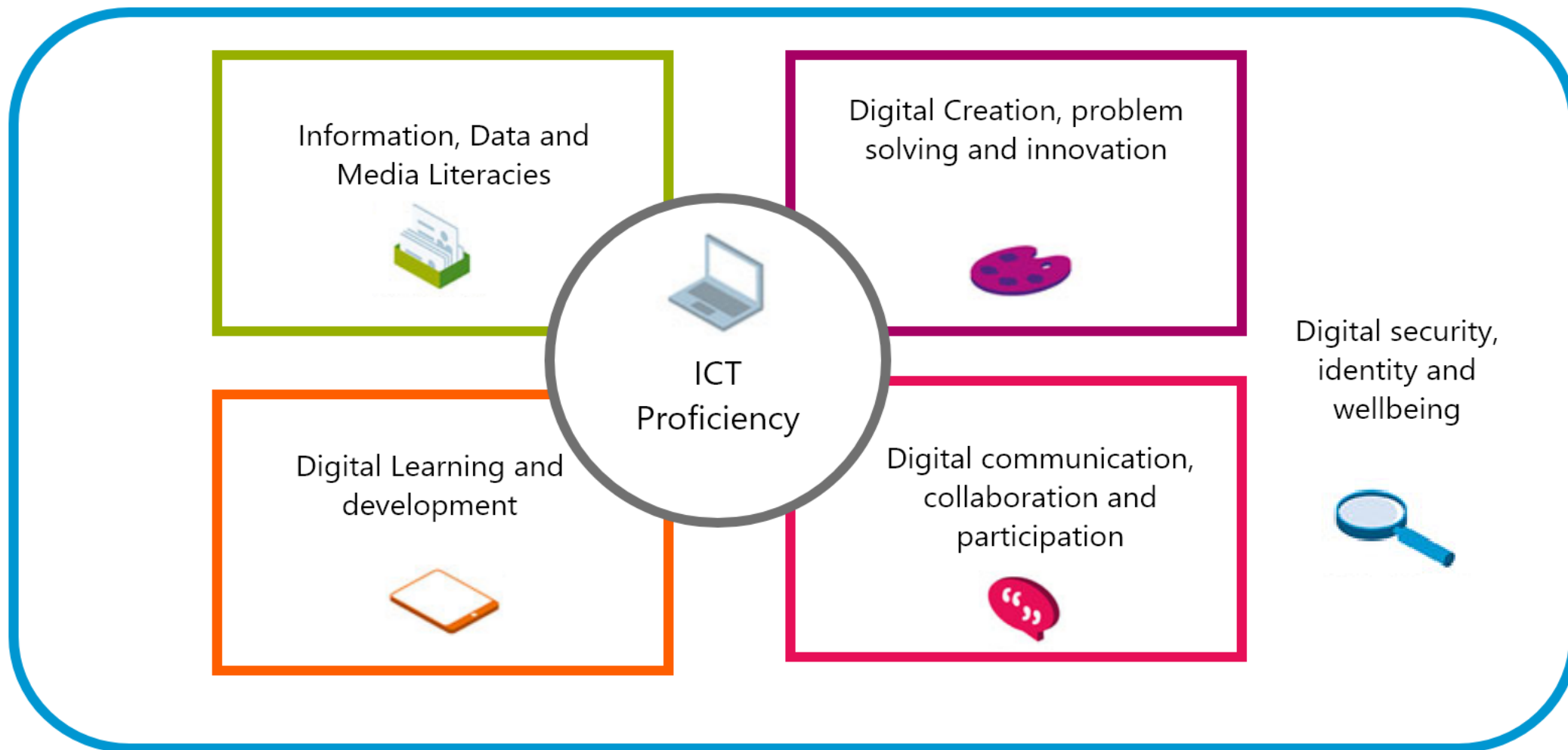
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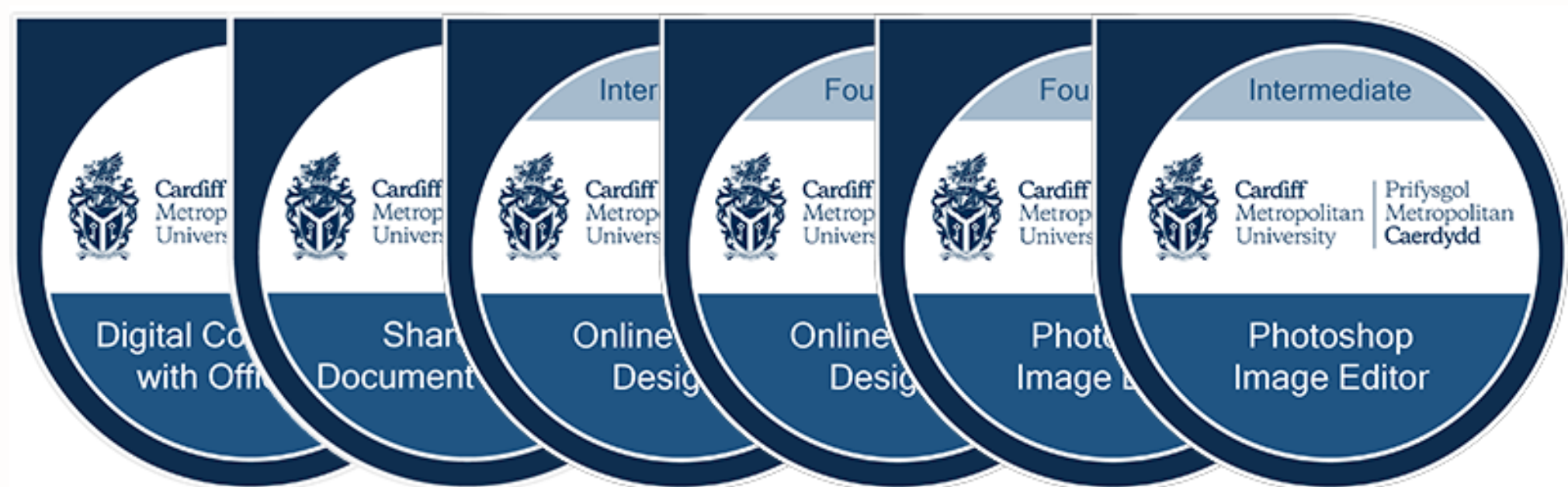


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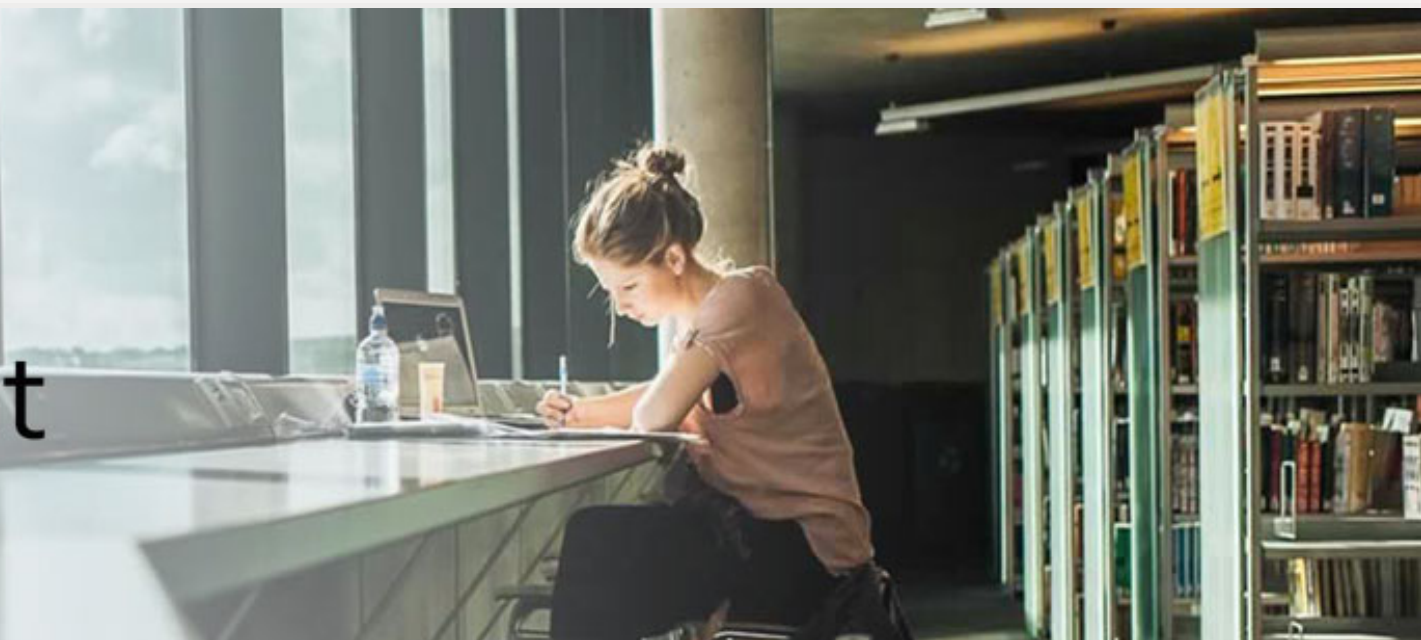
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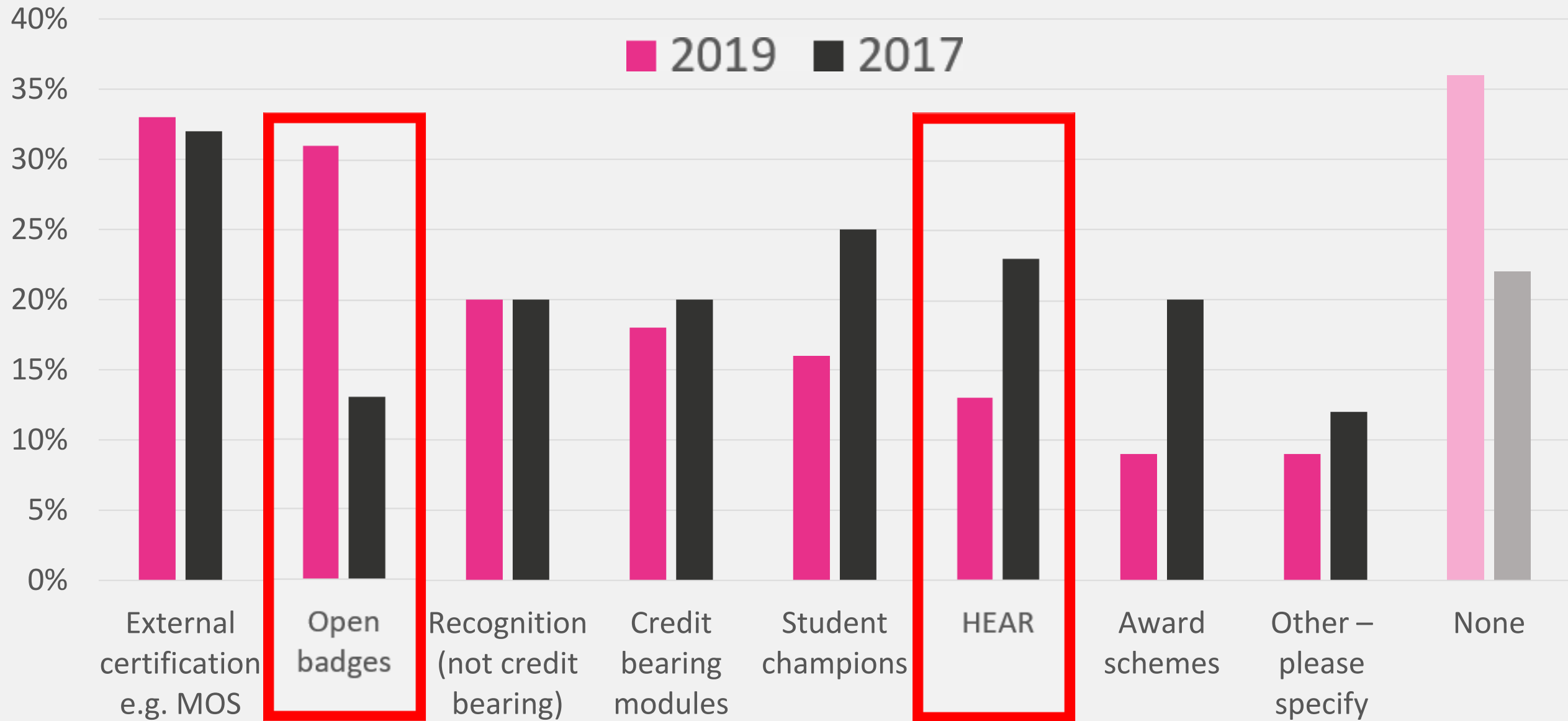
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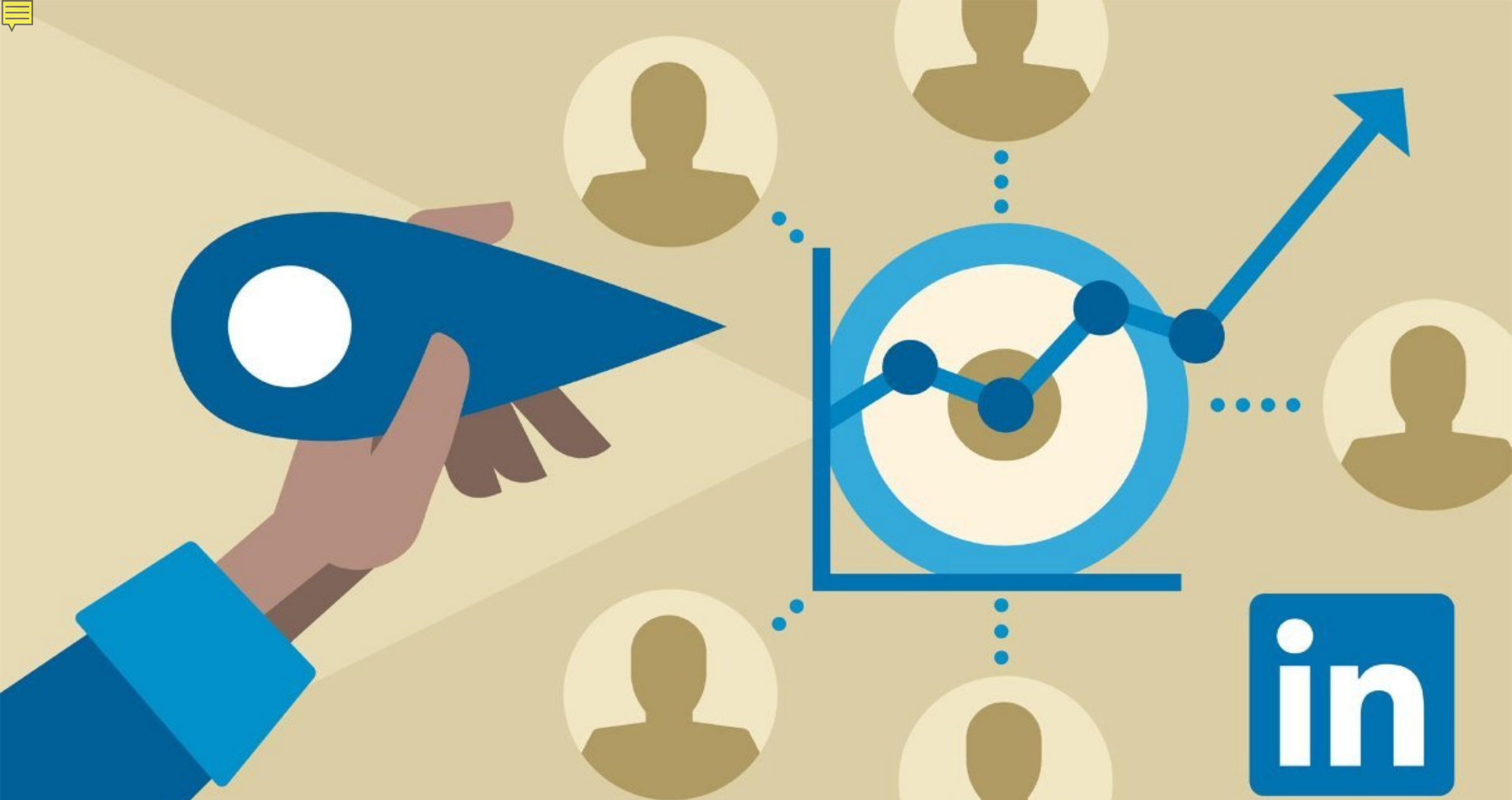
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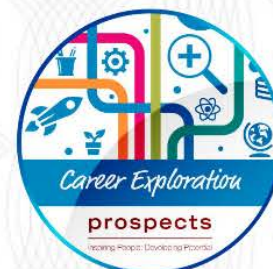






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