

## HABC Level 2 Diploma in Customer Service

Customer Service is a key role in any business. This qualification assesses the candidates' customer service role and all of the functions, tasks and activities that constantly change and develop in this area. This qualification covers areas including Impression and Image, Delivery, Handling Problems and Development and Improvement.

### COURSE OVERVIEW

<b>AWARDING BODY</b>	HABC
<b>COURSE DURATION</b>	12 Months
<b>SECTOR(S)</b>	All
<b>OCCUPATIONS</b>	Employed
<b>QUALIFICATIONS</b>	Up to Level 2 NVQ

*Call us for more information on 01302 815 887.*



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