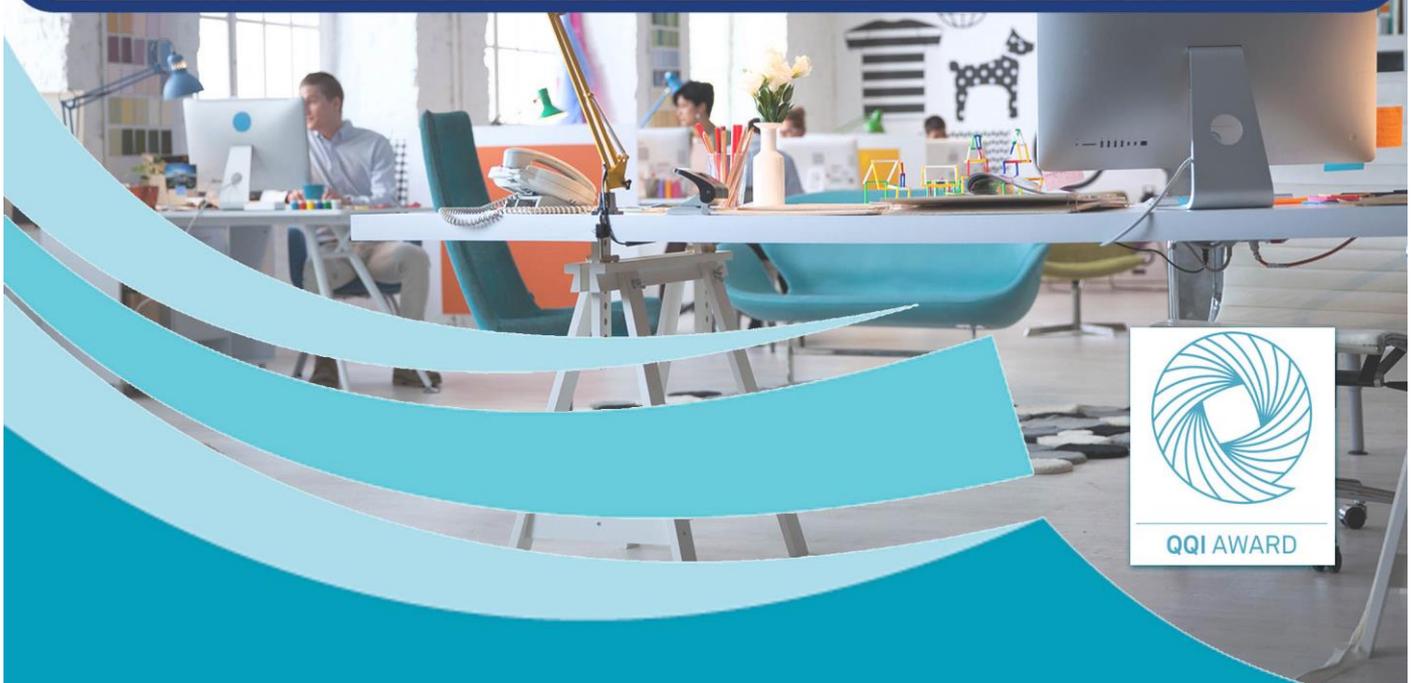


# LIR BUSINESS SERVICES & TRAINING CENTRE LTD.

## QQI Customer Service 5N0972

Course Information



| P: 044 - 934 2754 | | W: [www.lirbusinesscentre.com](http://www.lirbusinesscentre.com) |  
| E: [training@lirbusinesscentre.com](mailto:training@lirbusinesscentre.com) |

## Programme Objectives

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### QQI Customer Service 5N0972

To equip the learner with the knowledge, skill, competence and attitude required to provide excellent customer service and customer satisfaction in the workplace, to manage internal and external communications effectively using the most appropriate channels, ensuring they are timely, co-ordinated, coherent, customer focused and reflective of the company vision.

Entry: Leaving Certificate, QQI Level 5 Certificate or equivalent life/work experiences.

## Learning Outcomes

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1. Examine the principles of customer service within a range of environments.
2. Identify the key features of a good customer service, to include distinguishing between different kinds of customers, making a good first impression, meeting customer needs, catering for diversity and disability, understanding and responding to customer perceptions.
3. Explain the standards of rating system by which customer service is developed and measured in an industry-specific area.
4. Identify, for a vocationally-specific area, key elements of consumer legislation and the functions of associated regulatory organisations providing customer protection, representation and redress.
5. Explain how customer service enhances organizational effectiveness and success, to include practical examples of organisations with good customer care.
6. Describe how customer perceptions can be influenced, to include elements such as the physical environment, printed materials, the personal presentation and conduct of a customer contact person.
7. Apply the personal skills, qualities and attitudes required to perform effectively when dealing with customers, to include active listening skills, positive body language and observation of customer behaviour
8. Use appropriate communication technologies to include, telephone, audio visual, conferencing, email and other interactive media in a range of customer service situations.
9. Use written and verbal skills to include appropriate style, language and tone.
10. Handle a range of correspondence and records providing a service to the customers, to include orders, invoices, payments, and correspondence made both in writing and electronically.
11. Respond to customer complaints and compliments in accordance with organizational policy.
12. Handle a range of challenging situations, to include late and unexpected arrivals, customer errors, difficult customers, changing environments.
13. Demonstrate team or group work in providing customer care, to include allocation of roles and responsibilities, good communication and feedback, awareness of personal strengths and weaknesses when dealing with customers

## Assessment

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Portfolio / Collection of Work 50% and Skills Demonstrations 50%

## Duration

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This Programme comprises of 1 module. The duration of this module is typically 150 hours. This is a combination of 50 hours of Directed Learning and 100 hours of Self-directed learning. The 50 hours of Directed Learning takes place in Classroom Attendance and 'Live' Tutor Online Classes. Self-directed Learning is learner-led, and it includes self-directed study, through Lir eLearning Hub, preparation and reflection time. There are Virtual Office Hours throughout the week also to give you the opportunity of meeting your Tutor online if you have any queries.

A Blended and Online Course with 'Live' Tutor classes, optional Virtual Office Hours and Tutorials and One-OR 5 x Workshops (1 day per week) or 8 x Evening Classes plus self-directed learning with online support.

## Fees and Payment Options

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- Course fee: see [www.lirbusinesscentre.com](http://www.lirbusinesscentre.com) or phone Lir Reception 044-9342754 for a Quote.
- Payment 1) In full, or 2) Flexi-payments/Funding 3) In-Company - separate quote.
- You may qualify for funding by contacting your local Intreo/DSP Office.

## Entry Requirements

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It is expected that you will have a range of learning styles, strengths and needs related to the programme and have the capacity to take responsibility for your own learning within the managed classroom and online environment provided by Lir Business Services & Training Centre Ltd.

A competency test may be carried out for English language and literacy and/or keyboarding/computer skills to ensure that you have the skills necessary to complete the programme.

## Delivery Mode(s)

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Delivery modes include:

- Centre-based (face-to-face 'Live Tutor' instruction/in a classroom/and online class environment)
- Workplace learning
- Blended learning (hybrid model where a portion of learning is classroom-based and a portion of which is web-based learning)

## Learner Progression

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Learners who successfully complete this course may use the associated credits towards a Major Award.

For further information visit [www.lirbusinesscentre.com](http://www.lirbusinesscentre.com)