



## CUSTOMER SERVICE SPECIALIST LEVEL 3

This Apprenticeship is for people dealing with customer queries, purchases and complaints wanting to progress their career. Apprentices will become advocates of Customer Service and act as a referral point for dealing with complex or technical customer requests, complaints and queries, and an escalation point for complicated or ongoing customer problems. Apprentices will become an expert in the organisation's products and/or services, and share knowledge with wider teams and colleagues. They will learn how to gather and analyse customer information and data that influences change and improvements in service, utilising both organisational and generic IT systems to carry out the role, with an awareness of other digital technologies.

### Learning topics within this Apprenticeship include:

- Personal Development
- Business Knowledge and Understanding
- Leadership Styles
- Team Work and Communication
- Customer Journey
- Customer Needs and Insight
- Meeting Legislation and Regulations
- Improvement Project



We are rated  
5 out of 5 stars on  
the Apprenticeship  
Directory

## PROGRESSION

After completion of this Apprenticeship, there is a full suite of programmes to get up the career ladder. Next step could include a Team Leader / Supervisor Level 3, Operations/Department Manager Level 5 or another, more specialised Apprenticeship, relevant to the job role and/or career aspirations.

### Apprentice Recruitment Service

Why not utilise our FREE and personalised recruitment service?



Apprenticeships



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### CONTACT US



[askus@smarttar.co.uk](mailto:askus@smarttar.co.uk)



01983 475006