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Customer service continued Principles of customer service UNIT 4 2A.P1 Customer service businesses Customer service can come in many different forms. In many

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organisations,  
customers'  
expectations are met  
by a service deliverer,  
the person seen by the  
customer as providing  
customer service and  
representing the  
business, for example  
a sales ...

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Unit 4 Principles of  
Customer Service  
Different types of

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customer service. By  
the end of this session  
you will be able to....

What do you think  
customer... Assignment  
One. Lesson

Objectives. Service  
deliverer - Person  
providing the customer  
service. First person  
the customer comes  
into... Different ...

### **Unit 4 Principles of Customer Service by charlotte weston ...**

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Unit 4 Principles of Customer Service

Learning aim A Your manager would like you to produce some training materials for new staff that helps them to understand how providing consistent and reliable customer service affects the reputation of the business. The training should consist of a booklet showing how two organisations provide customer



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service, and a fact sheet covering legislation relevant to customer service.

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Unit 4 Principles of Customer Service specification. In providing evidence for this unit, learners must show that they have an understanding of how good customer service

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impacts on a business  
and ways of exceeding  
customer expectations.  
They must also show  
how they have  
demonstrated  
customer service skills  
in different situations.

### **Unit 4 Principles of Customer Service specification**

Unit 4: Principles of  
Customer Service  
Level: 1 and 2 Unit  
type: Optional  
specialist Guided

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learning hours: 30

Assessment type:

Internal Unit

introduction In a world of increasing competition, businesses across all sectors realise that their level of customer service can give them a competitive advantage. Keeping customers

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Customer satisfaction can be gained by ensuring the customer is receiving the following service.

Providing reliable products and services.

Providing extra services. Being accurate, reliable and efficient. Providing value for money.

Providing information and advice. Dealing with problems.

## **UNIT 4 - PRINCIPLES**

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**OF CUSTOMER  
SERVICE by Holly  
Reynolds ...**

BTEC LEVEL 2 UNIT 4  
PRINCIPLES OF  
CUSTOMER SERVICE  
Apple Detailed Essay

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task 1 - booklet ...**

Unit 4 Customer  
service level 2

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Customer service  
level 2 | kelly**

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**parkinson ...**

4. Be honest about what you don't know. Nobody likes a know-it-all (especially a know-it-all that doesn't actually know it all). If your agents aren't sure how to troubleshoot a problem, it's okay for them to let the customer know they'll get in touch with the right person and circle back when they have an answer. Maintain an open dialogue with

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Customer Service  
your customers and  
keep them informed at  
all times; it'll earn your  
customer's respect and  
commitment.

## **7 Customer Service Principles that Can Change Your ...**

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PRINCIPLES OF  
CUSTOMER SERVICE 1

1 Learning aim A:

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Understand how  
businesses provide  
customer

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That also holds true for customer service. You could dive right in with specific customer service techniques; or you could start with the core principles governing the quality of customer service in



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the first place. Here  
are the 8 core  
customer service  
principles.

## **The 8 Core Principles of Good Customer Service**

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offered by business professionals, this Unit 4 Marketing Principles Assignment Starbucks Coffee is case study of Starbucks Coffee ...

product and services depends on the need of the present and prospective customer. In the other word, we can say that the organisation makes the products according to the needs of the ...

## **Unit 4 Marketing**

*Page 19/24*

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## **Principles**

## **Assignment**

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customer reviews.

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topic areas;

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