

Careers in Customer Service

What is customer service?

Customer service involves providing assistance and advice to people who buy or use a business' products or service. Customer service is often the first point of contact a customer has with a business, you will be responsible for the first impression of the company. If you are looking for a career that provides great versatility and opportunity for future career diversity, customer service is an excellent route to take as it applies to all industries.

Do you have the following?

- Trustworthy nature
- Confidence speaking to others
- Calm manner
- Logic
- Confidence
- Approachable personality
- Ability to built rapport
- A good memory

What does customer service involve?

- Answering customers' questions by phone, email, webchat or face-to-face
- Greeting and directing business visitors
- Producing quotations and checking stock levels
- Facilitating sales and processing payments
- Tracking orders and processing refunds
- Complaints handling

What are typical job titles in customer service?

- Customer Service Assistant
- Call Centre Operator
- Receptionist

What progression does customer service offer?

A career in customer service provides a versatile skill set that can be applied to other departments for future progression as well as allowing opportunities to progress into higher level customer service and managerial roles such as:

- Team Leader
- Account Manager
- Account Handling
- Sales

What courses are available?

- Customer Service Level 2, 3

What is a typical salary in customer service?

As an apprentice:
£10,000 - £16,000

After course completion:
£16,000 - £20,000

Established customer service professionals will often earn upwards of £23,000 per year depending on the industry and job role.

Why choose an apprenticeship?

An apprenticeship is a fantastic way to kick-start your career, allowing you to gain invaluable hands on experience alongside a nationally recognised certificate whilst earning money. At Apprenticeship Connect our apprenticeship courses are designed to teach you the essential skills and knowledge required to excel in your career.

**Call our recruitment hotline on
020 3828 1975
to kick-start your career today!**