



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 traits?

- Strong communicator
- Excellent telephone skills
- Calm manner
- Ability to resolve problems
- Confident
- Approachable
- People person
- Ability to manage relationships

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!**