



XL Training

Want to move up the career ladder in Customer Service?



The **Customer Service (Level 3)** qualification is perfect for those who would like to understand more about improving the customer experience for your business and gain a nationally recognised qualification at the same time.

Develop your skills in:

- Improving customer service
- Implementing real service improvements into your organisation
- Solving service problems
- Getting real feedback from customers
- Understanding the rules and processes that affect customer service
- Working with others to improve the customer experience
- Maximising service and sales



XL tailors the qualifications to the needs of the business and the skills required to be developed by the individual

For information on any of the qualifications and services we offer please contact us on: Tel: 01383 626 179 E-mail: exeluk@aol.com

www.xltraining.co.uk

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XL Training



We provide **FREE*** work based **Customer Service** qualifications for employees

Benefits to employers:

- Fully funded by Skills Development Scotland
- Employees receive recognised qualifications at their workplace without attending college
- Improved employee morale and motivation
- Confirmation of employee competence
- Improved customer service
- Employees feel “invested” in long term, which greatly assists with retention

Benefits to candidates:

- Receive one to one guidance and support
- Candidates do not attend college to achieve the qualifications
- The process does not interrupt the normal flow of activity
- Career prospects are improved by the training
- Candidates gain confidence in themselves and their ability

*Subject to funding



“Since working with XL we have been impressed with their commitment and professionalism. Our branches are based throughout Scotland and it has never been a problem for XL’s assessors to visit them. The vocational training has been an excellent addition to our own in-house training” Ronnie Simpson Training Manager of William Hill

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