

# Business & Enterprise

## Customer Service

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### When does this start and end?

We have 2 different start dates for this course:

- 13 October 2022 - 14 October 2022
- 23 February 2023 - 24 February 2023

### What are the entry requirements?

No formal qualifications are required to study this course. A willingness to learn is essential.

### Need more information?

You can find out more about Northern College and the courses on offer by calling us on 01226 776000 or emailing us [courses@northern.ac.uk](mailto:courses@northern.ac.uk)

## Course description

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This two-day course explores customer service and the basic skills necessary to provide an efficient and customer friendly service which exceeds customer expectations.

The course also explores complaint handling procedures and how complaints can be resolved.

The course is aimed at those wishing to improve their customer service ability in order to add to their skills set and improve their CV and employability.

If you are interested in Business, you can access this course as part of an 11-week programme that will start with the basics and lead up to level 1 and 2 certificates. Gateway to Business - Northern College [<https://www.northern.ac.uk/course/gateway-to-business/>]

## Want to learn more?

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You can find out more about Northern College and the courses on offer at one of our Open Events [<https://www.northern.ac.uk/about-us/open-events/>]

## Location

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Northern College, Yorkshire [<https://www.northern.ac.uk/contact-us/>]

## Course fees and funding support

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## Course session dates

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Session dates for 13 October 2022 - 14 October 2022

- Thursday 13 Oct 2022 to Friday 14 Oct 2022

Session dates for 23 February 2023 - 24 February 2023

- Thursday 23 Feb 2023 to Friday 24 Feb 2023

## Course fees and funding support

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FREE\*

\* [This course is fully funded for eligible students.](#)

If you are not eligible, the cost of the course is £25.00. If you choose to stay residentially, and you are not eligible via the residential funding assessment, there will be an additional fee to pay. The vast majority of students are eligible to study and stay residentially for free and we will confirm when you apply.

**Last updated:** 7th October 2022