

LEVEL 2

CUSTOMER SERVICE APPRENTICESHIP

RETAIL SECTOR



Build a rewarding career in retail with our **Level 2 Customer Service Apprenticeship**. Designed to equip learners with the essential skills to deliver outstanding customer service experiences in a fast-paced retail environment



LEARNER BENEFITS

- ✓ Gain a recognised Level 2 Customer Service qualification
- ✓ Develop key retail customer service skills
- ✓ Learn on the job while you earn
- ✓ Learn in a real working environment while you earn
- ✓ Boost your career prospects in the retail industry



EMPLOYER BENEFITS

- ✓ Develop a motivated, skilled and customer-focused team member
- ✓ Improve customer satisfaction and store performance
- ✓ Strengthen your workforce with nationally recognised qualifications
- ✓ **Receive an Employer Bonus when the learner successfully completes the apprenticeship**

Why Choose this Apprenticeship?



**Retail
Focussed**



**Work Based
Learning**



**Enhance Customer
Communication Skills**



**Drive sales &
customer loyalty**

PROGRAMME INFORMATION



DURATION
6
Months



WORK COMMITMENTS
Minimum
21 hours a week



ENTRY REQUIREMENTS
Grade D or above
in Maths, English & ICT



SECTOR FOCUS
Retail



OUTCOME
Level 2
Customer service

Invest in your future, Build a Stronger Team