



Elms Bank
School & College

Excellence for All

Customer Service

Long Term Plan – Inspire KS5

Key Stage 5	Autumn A	Autumn B	Spring A	Spring B	Summer A	Summer B
Year 14	<p>Introduction to Customer Service</p> <ul style="list-style-type: none"> • Relating effectively to customers. • Personal Hygiene • Appropriate dress for Customer Service jobs. 	<p>Be able to follow customer service procedures for a particular job</p> <ul style="list-style-type: none"> • Policies and procedures overview. • What does the law say? • Security of property and online data. 	<p>Health and Safety requirements of delivering customer service.</p> <ul style="list-style-type: none"> • Health and safety in the workplace • Slips, trips and falls. • Reporting 	<p>Customer service</p> <ul style="list-style-type: none"> • To know external rules that link to customer service delivery. • Services and products linked to department • Know the customers interests linked to the product. 	<p>Dealing with queries and requests</p> <ul style="list-style-type: none"> • Clarify customer queries or requests. • Be able to deal with queries or requests professionally. • Record queries and requests. 	<p>Further development</p> <ul style="list-style-type: none"> • Further development on policies and procedures • Further development on communication with customers • Record keeping