

CASE STUDY: Customer Service

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BACKGROUND

I am working within a customer service role in the tourism industry, and my job is to provide customer service to those who wish to visit our museum on a daily basis. I have always enjoyed working with the public and every day is different, but like most other people I did not have any formal qualifications in customer service.

My company is charity and contributions based, so they could not personally offer any funding for formal training; however we received a call regarding training in the area, which I immediately signed up for. From my enrolment visit I met my tutor and was looking forward to working towards my qualification and becoming qualified.

My tutor was friendly, knowledgeable and was contactable via email and the telephone whenever I needed to talk to her in between our monthly visits. She guided me through my course and nothing was too much trouble, and I have to say I learnt a lot, especially about legal requirements when providing information about other services and improving customer relations. My tutor's knowledge of the industry was brilliant and the whole experience was very enjoyable. I am hoping to progress with my tutor and I would recommend the course to anyone who wants to gain their qualification in Customer Service.

A DAY IN THE LIFE OF...

The course meant I had to work at it, but my tutor was brilliant, I got all the support I needed and nothing was too much trouble.

I primarily work alone and work with others on event days, and my day starts with opening up the museum, sorting the cafe and retail shop ready for the arrival of customers, and checking for any notifications left by other staff members. Every day is different, as is every customer and their needs, and I find that having gained my Customer Service qualification, I am qualified to understand the importance of good customer service, and I am looking forward to progressing onto the next level.

This course gives me the edge over those who are unqualified, and means I could apply for a job with another company without having to prove myself

WHAT THE FUTURE HOLDS

To be able to prove to customers and employers that I am qualified and good at my job.