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will detail what
the organisation
will do for the

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customer e.g.
deliver in 24
hours, that
complaints will
be responded to
within 48 hours,
outlines the
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3.3 keep staff
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are available
across all areas
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are an excellent
way to develop
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and management
skills within a
business, and
are a brilliant
pathway to
progression no

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Customer service is the provision of service to customers before, during and after the purchase of any product.

Customer service is a series of

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activities designed to enhance the experience of the customers. The sole purpose of the customer service is to meet the expectations of the customers so that they are satisfied with the outcome.

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will be able to:
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people, not
companies;
Understand that

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deal with a service that has failed in some capacity; so as a customer who is trying to accomplish something by hiring the service, having to contact the customer service department means that I'm

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struggling.

*The 8 Core
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