

Great Customer Service?

Take a moment to think...

How do you think your customers rate the customer service your organisation provides?

Take a moment to consider...

Satisfied customers come back!

Dissatisfied customers go elsewhere...but they also tell people why!

Why not take another moment...

If you are interested in improving the standard of customer service your organisation offers, we can help you go the extra mile.

BC Consultants is now offering employers and employees in the Borders a new opportunity: the delivery of a certificated SQA unit, **'Make Customer Service Personal'**, from the SVQ in Customer Service.

The unit will be assessed in the workplace and tailored to meet the needs of individuals and organisations. It may also attract funding (see below).

ILA Scotland is a Scottish Government Scheme that helps you pay for learning that you can do at a time, place, pace and in a way to suit you. It's for people who have an income of £22,000 a year or less, or who are on benefits.

**For further information, contact
BC Consultants on
01896 662571**



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Training AND Development

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